

HotFix KB410407 - Longest waiting counter inconsistent, and IVQ transfer error

PROBLEM

This HotFix addresses two issues:

- The longest waiting time in Ignite's real-time monitors will pause periodically rather than counting up.
- If one drags and drops a call from IVQ into the same IVQ monitor, it is transferred to a random queue in that monitor. It should not transfer at all within the same monitor.

RESOLUTION

This HotFix is to be installed onto **MiContact Center Business version 8.1.3.0**.

1. Go to <https://www.mitel.com/>
2. Click the Log in button.
3. Click the Sign in button under Connect.
4. On the left, select the Software Download Center.
5. Expand the tree to MiContact Center Business and then down to MiContact Center Business 8.1.3.0 and HotFixes.
6. Download the MiCC HotFix KB410407.exe HotFix to the MiContact Center server.
7. Double-click the MiCC HotFix KB410407.exe and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

NOTE: Installing this HotFix will restart the Mitel services. To avoid service interruption we recommend applying the update after hours or during a scheduled maintenance window.

APPLIES TO

MiCC 8.1.3.0

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