

HotFix KB435896 - Multiple fixes for Web Ignite and Omni Channel.

PROBLEM

This HotFix addresses three issues:

- Existing case not found because the phone number contains a leading digit of '9'.
- Persist all callIDs throughout active conversation
- Web Ignite screenpop showing twice
- Duplicate contact created and case not reused when making outbound call using E164 format

RESOLUTION

This HotFix is to be installed onto **MiContact Center Business version 9.0.0.0**.

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 9.0.0.0 and HotFixes.
6. Download the **MiCC HotFix KB435896.exe** HotFix to the MiContact Center server.
7. Double-click the **MiCC HotFix KB435896.exe** and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

NOTE: Applying this HotFix will restart the MiContact Center services. To avoid service interruption we recommend applying this patch after hours or during a scheduled maintenance window.

APPLIES TO

MiCC 9.0.0.0

Keywords: 435896 KB435896 existing case leading digit callID screenpop

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<http://micc.mitel.com/kb/KnowledgebaseArticle52579.aspx>

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