

Hot Fix KB89427 - Intermittently CCC Chat messages either not received, or window does not display properly

PROBLEM

This Hot Fix addresses four issues:

- If CCC is open on a client PC and a chat message is sent, the recipient will frequently see either no notification, or a malformed chat window.
- CCC/Softphone throwing "Object Reference" errors after upgrading to 6.0.1.0
- Softphone throwing "Inner Exception Dataportal_Fetch failed: Deleted row information cannot be accessed through the row".
- CCC Chat does not function when using Windows Authentication in CCM.

RESOLUTION

Hot Fix KB89427 must be installed onto CCM version **6.0.1.1** .

1. Download the attached **KB89427.EXE** file to the server.
2. Double click the **KB89427.EXE** file and follow the on-screen prompts
3. Once the hot fix is installed on the server, it will update the client computers when they next close and re-launch Contact Center Client

NOTE: Applying this hot fix will stop and restart all the prairieFyre services. To avoid an interruption of service we recommend applying patches outside business hours or during a planned maintenance window.

APPLIES TO

CCM 6.0.1.0

Keywords: 89427 KB89427 CCC Chat malformed missing window softphone windows authentication object reference dataportal_fetch

Last Modified By: amontpetit, Tuesday, December 04, 2012
<http://micc.mitel.com/kb/KnowledgebaseArticle51694.aspx>

Tuesday, May 17, 2022