

## HotFix KB162606 - Writeback of Agent Skills to PBX failing

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### PROBLEM

When changing Agent Skill levels in YourSite Explorer, the changes will save locally, but fail to write back to the PBX.

**NOTE:** If you have previously installed either Hotfix 161237 or 161732, you must install this hotfix (KB162606) in order to correct an user interface error when creating new queues in YourSite Explorer.

### RESOLUTION

This Hotfix is to be installed into 6.0.2.3.

1. Download the attached **KB162606.EXE** file to the Enterprise Server.
2. Double click the **KB162606.EXE** file and follow the on-screen prompts.

**NOTE:** Installing this update will stop and restart all the prairieFyre services. In order to avoid service interruption, we recommend installing this Hotfix outside business hours, or during a scheduled maintenance window.

### APPLIES TO

6.0.2.3

**Keywords:** agent skill level levels writeback write back synchronization sync

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<http://micc.mitel.com/kb/KnowledgebaseArticle52086.aspx>

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