

HotFix KB468805 - IVR ports not answering calls with a blocked ANI/CLI

PROBLEM

An incoming caller who withholds their ANI (CLI) fails to be answered by the IVR .

RESOLUTION

This Hotfix is to be installed onto MiContact Center Business version 9.1.0.0.

1. Ensure that KB467096 is installed.
2. Go to <https://www.mitel.com/>
3. Click the **Login** button.
4. Click the **Sign in** button under **MiAccess**.
5. On the left, select the **Software Download Center**.
6. Expand the tree to **MiContact Center Business** and then down to **MiContact Center Business 9.1.0.0** and **HotFixes**.
7. Download the **MiCC HotFix KB468805.exe** HotFix to the MiContact Center server.
8. Double-click the **MiCC HotFix KB468805.exe** and follow the on-screen prompts.
9. Wait for the repackager and auto-updates to complete.

NOTE: Installing this Hotfix will restart the MiContact Center services. To avoid service interruption install this patch after hours or during a scheduled maintenance window.

APPLIES TO

MiCC 9.1

Keywords: Hotfix 468805 KB468805 IVR blocked ANI CLI

Last Modified By: montpetit.a, Friday, April 12, 2019
<http://micc.mitel.com/kb/KnowledgebaseArticle52619.aspx>

Friday, August 12, 2022