

HotFix KB180616 - Multiple fixes (WFM, ICC, Queue Control, logging)

PROBLEM

This hotfix addresses 4 items:

- Canceling an agent worktimer from an Agent State by Time monitor only works if the Queue worktimer is enabled in YourSite Explorer
- WFM Media Server Mapping values automatically change to default Media Server Node IDs
- delays in execution of DND open/close commands from the Enterprise server in environments with large number of queues
- Carrying forward extra logging implemented in KB179428 so that it remains in 7.0.1.0

RESOLUTION

This hotfix is to be installed onto Version 7.0.1.0.

1. Download the attached **KB180616.EXE** file to the enterprise server.
2. Double-click the **KB180616.EXE** file and follow the on-screen prompts.

NOTE: Installing this update will restart the prairieFyre services. In order to avoid service interruption, we recommend applying the hotfix after hours or during a scheduled maintenance window.

APPLIES TO

7.0.1.0

Keywords: 180616 KB180616 WFM Node ID IDs ICC queue control DND agent worktimer

Last Modified By: AndrewM, Wednesday, May 06, 2015
<http://micc.mitel.com/kb/KnowledgebaseArticle52147.aspx>

Wednesday, May 18, 2022