

## HotFix KB321873 - Some IVR ports in Ring-No-Answer state.

### PROBLEM

Some IVR ports are becoming stuck in a Ring-No-Answer state.

### RESOLUTION

This Hotfix must be installed onto MiContact Center Version **7.1.3.1**, and a number of hotfixes.

**NOTE:** These must be installed in the following order.

1. Install [KB285893](#)
2. Install [KB319939](#)
3. Install [KB320611](#)
4. Install [KB319188](#)
5. Install [KB320774](#)
6. Install [KB319897](#)
7. Download the attached **KB321873.EXE** to the Enterprise Server.
8. Double-click **KB321873.EXE** and follow the on-screen prompts.

**NOTE:** Installing each of these hotfixes will restart the prairieFyre services. In order to avoid service interruption we recommend applying these updates during a scheduled maintenance window. You should plan for the installs taking 5 to 10 minutes each.

### APPLIES TO

MiCC 7.1.3.1

**Keywords:** 321873 KB321873 IVR port ports RNA ring-no-answer ring no answer

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