

HotFix KB375344 - Some email messages transferred between queues going into a FailedRoute state

PROBLEM

In an environment using preferred agent routing, emails which are picked up by an agent in one queue, then transferred to another queue would intermittently be sent to a FailedRoute state.

RESOLUTION

This Hotfix is to be installed onto **MiContact Center Business version 8.0.1.0**.

1. Ensure that [KB341275](#) is installed.
2. Go to <https://www.mitel.com/>
3. Click the Log in button.
4. Click the Sign in button under Connect.
5. On the left, select the Software Download Center.
6. Expand the tree to MiContact Center Business and then down to MiContact Center Business 8.0.1.0 and HotFixes.
7. Download the **MiCC HotFix KB375344.exe** HotFix to the MiContact Center server.
8. Double-click the **MiCC HotFix KB375344.exe** and follow the on-screen prompts.
9. Wait for the repackager and auto-updates to complete.

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

APPLIES TO

MiCC 8.0.1.0

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<http://micc.mitel.com/kb/KnowledgebaseArticle52499.aspx>

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