

## HotFix KB375404 - Various fixes for MiCC for Skype for Business

### PROBLEM

This hotfix addresses several issues:

- Some agents unable to change MakeBusy status
- Some agents receiving ACD calls while already on an ACD call
- Improved handling of transfers
- Two agents receiving the same ACD call
- SIP Listener services stopped logging

### RESOLUTION

This hotfix is to be applied onto **MiCC for Skype for Business version 5.10.10.0**.

1. Go to <https://www.mitel.com/>
2. Click the Log in button.
3. Click the Sign in button under Connect.
4. On the left, select the Software Download Center.
5. Expand the tree to MiContact Center Business and then down to MiContact Center for Skype, then 5.10.10.0, and HotFixes.
6. Download the KB375404.exe HotFix to the MiContact Center server.
7. Double-click the KB375404.exe and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

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

### APPLIES TO

5.10.10.0

**Keywords:** 375404 KB375404 lync skype sip listener logging acd two agents transfer

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<http://micc.mitel.com/kb/KnowledgebaseArticle52509.aspx>

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