

## HotFix KB389019 - Multiple Multimedia fixes for MiContact Center Version 8.0.1.0

### PROBLEM

This HotFix addresses three issues:

- Changing default presence status for agent in agent group in YSE doesn't save or change
- Email messages were being sent to FailedRoute due to handling of requeues
- Email messages were being sent to FailedRoute if the ticket or conversation ID contained the word "not".

### RESOLUTION

This HotFix is to be applied onto **MiContact Center Business version 8.0.1.0**.

1. Ensure that KB341275 is installed.
2. Ensure that KB375344 is installed.
3. Go to <https://www.mitel.com/>
4. Click the Log in button.
5. Click the Sign in button under Connect.
6. On the left, select the Software Download Center.
7. Expand the tree to MiContact Center Business and then down to MiContact Center Business 8.0.1.0 and HotFixes.
8. Download the **MiCC HotFix KB389019.exe** HotFix to the MiContact Center server.
9. Double-click the **MiCC HotFix KB389019.exe** and follow the on-screen prompts.
10. 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 this update after hours or during a scheduled maintenance window.

### APPLIES TO

MiCC 8.0.1.0

**Keywords:** 389019 KB389019 agent presence YSE FailedRoute

Last Modified By: montpetit.a, Monday, March 26, 2018  
<http://micc.mitel.com/kb/KnowledgebaseArticle52536.aspx>

Thursday, August 18, 2022