

## HotFix KB523043 - Multiple SIP fixes

### PROBLEM

This Hotfix resolves the following issues:

- SIP Agent transfer intermittently not completing after blind transfers.
- SIP Agent shows ACD after creating and cancelling a consultation.
- Web Ignite 'Call Control' greyed-out for ~ 10 seconds after a Blind Transfer.
- Calls could be lost on transfer to a helper.
- Call not correctly managed in IGNITE if button "remove on hold" clicked on transitory state during monitored transfer.
- It is not possible to make more than one help request.
- Call hold by the MiCC agent fails if the silent monitor is activated on the agent. The voice is lost.
- REST API updated to fully support Agent Group Membership and basic Employee management.

### RESOLUTION

This Hotfix is to be installed onto **MiContact Center Business version 9.3.4.0**.

1. Go to <https://www.mitel.com/>
2. Click the **Login** button.
3. Click the **Sign in** button under **MiAccess**.
4. On the left, select the **Software Download Center**.
5. Expand the tree to **MiContact Center Business** and then down to **MiContact Center Business 9.3.4.0** and **HotFixes**.
6. Download the **KB523043** HotFix to the MiContact Center server.
7. Double-click the **KB523043** and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

**NOTE:** Installing this Hotfix will restart the MiContact Center services. To avoid service interruption, please install this patch after hours or during a scheduled maintenance window.

### APPLIES TO

MiCC 9.3.4.0

**Keywords:** SIP transfer blind consult helper REST api

Last Modified By: montpetit.a, Wednesday, November 17, 2021

<http://micc.mitel.com/kb/KnowledgebaseArticle52692.aspx>

Thursday, June 30, 2022