

HotFix KB458701 - Same callback being processed multiple times on multiple ports while first still In Progress

PROBLEM

In some cases multiple RoutingOutbound ports would pick up the same callback and attempt to process it at the same time.

RESOLUTION

This HotFix is to be installed onto **MiContact Center Business version 9.0.1.0**.

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 9.0.1.0** and **HotFixes**.
6. Download the **MiCC HotFix KB458701.exe** HotFix to the MiContact Center server.
7. Double-click the **MiCC HotFix KB458701.exe** 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 we recommend applying the patch after hours or during a scheduled maintenance window.

APPLIES TO

MiCC 9.0.1.0

Keywords: HotFix 45701KB458701 callbacks same

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<http://micc.mitel.com/kb/KnowledgebaseArticle52597.aspx>

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