

## HotFix KB393516 - IVR fixes in a resilient scenario

### PROBLEM

This HotFix resolves two issues:

- When the primary IVR fails, there is a 40 second execution timeout when querying the MiCCSDK
- IVR ports reporting that they are in a Ring No Answer state after supervised transfers

### RESOLUTION

This HotFix is to be installed onto **MiContact Center Business version 8.1.0.0**.

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 Business 8.1.0.0 and HotFixes.
6. Download the **MiCC HotFix KB393516.exe** HotFix to the MiContact Center server.
7. Double-click the **MiCC HotFix KB393516.exe** and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

**NOTE:** Installing this HotFix will restart the Mitel services. To avoid service interruption we recommend applying the update after hours or during a scheduled maintenance window.

### APPLIES TO

MiCC 8.1.0.0

**Keywords:** 393516 KB393516 RNA ring no answer miccsdk resilient

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<http://micc.mitel.com/kb/KnowledgebaseArticle52544.aspx>

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