

## HotFix KB164757 - Requeued calls not getting Music on Hold / Queues configured for 'Dial out of Queue' dropping calls

### PROBLEM

This hotfix addresses two issues:

- Calls that are requeued no longer received Music on Hold or Queue Announcements.
- Queues configured for 'Dial out of Queue' sometimes dropping calls because the router believes that they are non-ACD calls.

### RESOLUTION

This hotfix is to be installed on top of 5.10.3.0.

1. Download the attached **KB164757.EXE** file to the Enterprise Server.
2. Double click the **KB164757.EXE** file and follow the on-screen prompts.

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

### APPLIES TO

5.10.3.0

**Keywords:** 164757 KB164757 MOH music requeue requeued drop dropped dropping call calls

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<http://micc.mitel.com/kb/KnowledgebaseArticle52112.aspx>

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