

HotFix KB393574 - New Callback monitor does not display already existing callbacks

PROBLEM

When opening a Callback monitor in Contact Center Client, the monitor will only display callbacks once their status is updated. As a result, pre-existing callbacks will not be visible until something forces a status change, such as an attempted routing of the callback.

RESOLUTION

This HotFix is to be installed onto **MiContact Center Business version 8.1.2.0**.

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 8.1.2.0 and HotFixes.
6. Download the **MiCC HotFix KB393574.exe** HotFix to the MiContact Center server.
7. Double-click the **MiCC HotFix KB393574.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 update after hours, or during a scheduled maintenance window.

APPLIES TO

MiCC 8.1.2.0

Keywords: 393574 KB393574 callbacks pre-existing monitor

Last Modified By: montpetit.a, Wednesday, April 11, 2018
<http://micc.mitel.com/kb/KnowledgebaseArticle52539.aspx>

Wednesday, May 18, 2022