

HotFix KB121992 - Softphone toolbar displaying red X intermittently

PROBLEM

Intermittently the Softphone toolbar in Contact Center Client will display as a red X across a white background.

CAUSE

When using some buttons in the Softphone toolbar, the toolbar requires a graphic or tooltip change. The original implementation was done in a non-thread-safe manner. In rare cases this allowed a conflict in the interface that would throw an error, visually identified by a red X covering the toolbar.

RESOLUTION

Code on the toolbar buttons has been updated to always function in a thread-safe fashion.

INSTALLATION

This Hotfix was included in our 6.0.2.3 release. If you have a specific business reason for being unable to upgrade, and still require this hotfix, please contact MiContact Center support.

APPLIES TO

CCM 6.0.2.2_Rev2

Keywords: softphone PSM toolbar red X

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<http://micc.mitel.com/kb/KnowledgebaseArticle52004.aspx>

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