

HotFix KB445449 - SIP: Making an outbound call during Work-Timer will cause an extra Non-Compliant classification code to peg

PROBLEM

If an agent is in Work-Timer for a queue with forced classification codes and makes an outbound call an extra Non-Compliant classification code peg will be added to reports.

RESOLUTION

This HotFix is to be installed onto **MiContact Center Business version 8.1.4.0**.

1. Ensure that KB428628 is installed.
2. Ensure that KB427310 is installed.
3. Ensure that KB435696 is installed.
4. Ensure that KB427400 is installed.
5. Go to <https://www.mitel.com/>
6. Click the Login button.
7. Click the Sign in button under MiAccess.
8. On the left, select the Software Download Center.
9. Expand the tree to MiContact Center Business and then down to MiContact Center Business 8.1.4.0 and HotFixes.
10. Download the **MiCC HotFix KB445449.exe** HotFix to the MiContact Center server.
11. Double-click the **MiCC HotFix KB445449.exe** and follow the on-screen prompts.
12. 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

MiContact Center Business 8.1.4.0

Keywords: KB445449 445449 HotFix SIP outbound worktimer work-timer work timer non-compliant noncompliant non-compliance noncompliance non compliant compliance

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