

KB40467: Multimedia agents sometimes stop receiving emails even though they are idle

PROBLEM

A Multimedia agent will receive and process emails as usual but eventually the agent will stop receiving emails even though there are emails waiting in queue. The issue will persist until the enterprise server is restarted.

SYMPTOMS

Multimedia agents are not receiving emails which are waiting in the queue.

CAUSE

Multimedia agents are created with a skill level and typically it's the same for everyone but may be different. The enterprise server uses this skill level to determine which agent will be offered an email next. The exchange router is only looking at the first skill level so agents who are not part of this will not be considered as being available.

WORKAROUND

Change the skill level of all Multimedia agents in the SQL table called tblConfig_AgentGroupMembers_SkillLevel to be the same (it doesn't matter what the value is as long as it's the same for everyone) then restart the enterprise service.

RESOLUTION

This hotfix, along with all other CCM version 5.7 sp1 hotfixes created before January 2010, have been rolled up into one single hotfix.

The 5.7 sp1 Rollup of Hotfixes is available at the following link: [KB41351](#)

The original hotfix for this specific issue is no longer available and you must install the rollup.

APPLIES TO

CCM version 5.7 SP1

Keywords: 40467

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