

## HotFix KB530024 - Two fixes to PCI compliance workflow behavior

### PROBLEM

This Hotfix addresses two problems:

- If the caller hangs up while the agent is on hold, the agent and IVR port call are not cleared.
- When the caller is done entering the information required and the agent re-joins the conference, the PCI compliance workflow doesn't move on to the next activity until after 10 seconds.

### RESOLUTION

This Hotfix is to be installed onto **MiContact Center Business version 9.3.5.0**.

1. Go to <https://www.mitel.com/>
2. Click the **Login** button.
3. Click the **Sign in** button under **MiAccess**.
4. On the left, select the **Software Download Center**.
5. Expand the tree to **MiContact Center Business** and then down to **MiContact Center Business 9.3.5.0** and **HotFixes**.
6. Download the **KB530024** HotFix to the MiContact Center server.
7. Double-click the **KB530024** 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, please apply this patch after hours or during a scheduled maintenance window.

### APPLIES TO

MiCC 9.3.5.0

**Keywords:** hotfix 530024 KB530024 PCI compliance hold

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