

HotFix KB494227 - Intermittent network congestion errors when saving changes in WorkForce Scheduling client

PROBLEM

Intermittently WorkForce Scheduling clients were getting network congestion errors when saving.

RESOLUTION

This Hotfix is to be installed onto **MiContact Center Business version 9.1.0.0**.

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 9.1.0.0** and **HotFixes**.
6. Download the **KB494227** HotFix to the MiContact Center server.
7. Double-click the **KB494227** 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 install this update after hours or during a scheduled maintenance window.

APPLIES TO

MiCC 9.1

Keywords: Hotfix WFS network congestion 494227 KB494227

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<http://micc.mitel.com/kb/KnowledgebaseArticle52650.aspx>

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