

HotFix KB482456 - WFM Connector not populating Teleopti data

PROBLEMThe WFM Connector was not populating Teleopti data for the Agent Contact Queue Data due to a SQL timeout. This is more common on sites with large databases.

RESOLUTIONThis Hotfix is to be applied 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 **KB482456** HotFix to the MiContact Center server.
7. Double-click the **KB482456** and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.
9. Go to **[InstallDir]\Services\ConfigService**.
10. Launch the **GlobalAppSettingsEditor.exe**.
11. Fill in a line with:
 - Application: **prairieFyre.WFM.Service.exe**
 - SectionGroup: **prairieFyre.WFM.Controller.Common.Properties.Settings**
 - Name: **SQLCommandTimeoutSeconds**
 - Value: (Enter a value in seconds for the command timeout. This depends on the size of your database and how long it takes to process. Start with **480** and adjust as needed)
12. Fill in a second line with:
 - Application: **prairieFyre.WFM.Service.exe**
 - SectionGroup: **prairieFyre.WFM.Controller.Common.Properties.Settings**
 - Name: **SQLReconnectRetriesCount**
 - Value: **5** (you can adjust this value as needed)
13. Click **Save**. Note that it can take up to two minutes for the settings to save. Wait for a confirmation prompt before closing the application.
14. Run the Historical Data Recollector tool as normal.

NOTE: applying this Hotfix will restart the MiContact Center services. To avoid service interruption apply this patch after hours or during a scheduled maintenance window.

APPLIES TO MiCC 9.1.1.0 **Keywords:** Hotfix 482456 KB482456 Teleopti SQL timeout WFM WorkForce Management connector

Last Modified By: montpetit.a, Tuesday, August 20, 2019
<http://micc.mitel.com/kb/KnowledgebaseArticle52639.aspx>

Saturday, June 25, 2022