

HotFix KB513824 - Multiple reporting fixes

PROBLEM

This Hotfix addresses multiple issues:

- SQL Writer not writing due to Duplicate PKeys in Outbound call scenarios in Consolidated Reporting
- Queue Performance reports showing inaccurate talk times during some conference scenarios
- Queue Facts for Time To Answer sometimes showing negative value in Consolidated Reporting
- Maintenance reporting data purge error resulted in missing LifeCycle data

RESOLUTION

This Hotfix is to be installed onto **MiContact Center Business version 9.3.0.0**.

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 9.3.0.0** and **HotFixes**.
6. Download the **KB513824** HotFix to the MiContact Center server.
7. Double-click the **KB513824** 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 9.3.0.0

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