

HotFix KB512233 - Queue Conditions checks failing and Virtual Queue Groups not transferring to local queue

PROBLEM

This Hotfix corrects two issues:

- Queue Condition checks failing to identify a queue in DND state
- Virtual Queue Groups not transferring to the local queue

RESOLUTION

This Hotfix is to be installed onto **MiContact Center Business version 9.3.0.0** and running a **German operating system**.

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 **KB512233** HotFix to the MiContact Center server.
7. Double-click the **KB512233** 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 install this patch after hours or during a scheduled maintenance window.

APPLIES TO

MiCC 9.3

Keywords: Hotfix KB512233 512233 queue condition check DND VQG virtual queue group

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