

HotFix KB411630 - EMailS going FailedRoute, and Transfers intermittently not completing

PROBLEM

When using an Interflow activity to transfer enqueued emails to another destination the FailedRoute alarm (ALM0125) would be thrown frequently, and not all transfers would complete.

RESOLUTION

This HotFix is to be installed onto **MiContact Center Business version 8.1.3.0**.

1. Ensure that KB410407 is installed.
2. Ensure that KB410718 is installed.
3. Download the attached **KB411630.EXE** to the MiContact Center server.
4. Double-click the **KB411630.EXE** and follow the on-screen prompts.
5. Wait for the repackager and client auto-updates to finish.

NOTE: Installing this HotFix will restart the MiContact Center services. To avoid service interruption we recommend applying this update after hours or during a scheduled maintenance window.

APPLIES TO

MiCC 8.1.3.0

Keywords: 411630 KB411630 FailedRoute interflow activity transfer hotfix

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<http://micc.mitel.com/kb/KnowledgebaseArticle52560.aspx>

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