

## 5.10 Fix Pack 4

This is the list of all items for 5.10 GA Fix Pack 4, released on Thursday, June 7th, 2012. For more information, you can visit our Download Center to download our Detailed Release Notes for this release. **NOTE:** Hot Fix 76325 (available in the same place on the dealer portal) must be installed after FP4, as it addresses several issues discovered during trials of the 5.10 FP4 lineup.

- Changes to real-time state integration with Lync presence.

**Description :** Changes have been made to Lync presence's interaction with Ignite and Contact Center Client's real-time presence states. Lync serves as the primary determinate of agent presence, but is augmented where appropriate by the real-time states controlled by agents and supervisors using Ignite and Contact Center Client. See the prairieFyre Contact Center for Microsoft Lync User Guide for more information.

- Changes to router behavior

**Description :** Agents who are active in Ignite when the router is restarted are logged in when the router comes back online. If you wish to avoid this behavior from occurring, ensure that agents exit Ignite at the end of their shift on a daily basis.

- New reports

**Description :** prairieFyre Contact Center for Microsoft Lync now offers Agent Outbound Trace and Agent Group Outbound Trace reports. These reports show calls originated by agents or agent groups and detail the type of calls made and call destinations. See the prairieFyre Contact Center for Microsoft Lync Reports Guide for more information.

- Support for the March 2012 Lync Cumulative Update

**Description :** prairieFyre Contact Center for Microsoft Lync Version 5.10 Fix Pack 4 supports the Microsoft March 2012 Cumulative Update. See <http://technet.microsoft.com/en-us/lync/gg131945> for more information regarding the Lync Cumulative Update.

- Support for transfers

**Description :** prairieFyre Contact Center for Microsoft Lync supports unsupervised and supervised transfers. See the prairieFyre Contact Center for Microsoft Lync User Guide for more information.

- Contact Center for Microsoft Lync - 47862

**Description :** One of the Host file modifications made by prairieFyre Contact Center for Microsoft Lync caused the Lync Call Park Service to stop and report errors in the Windows Event Viewer.

**Workaround :** None

**Resolution Notes :** Improvements have been made to the updater service to resolve this issue.

- Contact Center for Microsoft Lync- 60317

**Description :** When creating a queue and associating agent groups and agents to that queue in YourSite Explorer, the queue failed to recognize the agent group and agent associations and remained unavailable until the router was restarted.

**Workaround :** None

**Resolution Notes :** Improvements were made to queue creation and change propagation to the router in YourSite Explorer to make all new queues available by default.

- Contact Center for Microsoft Lync- 60320

**Description** : The creation of endpoints failed because the router was not waiting for the front end to start up before starting.

**Workaround** : None

**Resolution Notes** : If the router starts and the front end server is not yet running, it will continuously restart until the front end server is running.

- Contact Center for Microsoft Lync- 60585

**Description** : If an agent group assigned to a queue was deleted in YourSite Explorer without first being removed from the queue, that queue became unavailable to calls until the router was restarted.

**Workaround** : None

**Resolution Notes** : Changes were made to ensure that the deletion of an agent group, whether assigned to a queue or not, functions as expected.

- Contact Center for Microsoft Lync- 60718

**Description** : Intermittently, when the connection between the realtime client and the Enterprise server was lost, the Ignite client failed to update real-time agent or queue statistics correctly.

**Workaround** : None

**Resolution Notes** : On the rare occasion that the connection to the enterprise server is lost, the real-time statistics on the client's workstation will be reset when the connection is restored.

- Contact Center for Microsoft Lync- 60806

**Description** : Music on Hold did not play if the Enterprise server started before the front end servers were running.

**Workaround** : None

**Resolution Notes** : If the router starts and the front end server is not yet running, it will wait for the front end server to come online.

- Contact Center for Microsoft Lync- 61128

**Description** : An agent who was logged off was shown in Contact Center Client to be "Logged in, not present for ACD".

**Workaround** : None

**Resolution Notes** : Changes were made to the code to resolve this issue.

- Contact Center for Microsoft Lync- 62015

**Description** : The router was not able recover from front end server or gateway outages, preventing agents from logging in and requiring the router to be restarted.

**Workaround** : None

**Resolution Notes** : Changes were made so that the router now waits until the front end server is running before starting.

- Contact Center for Microsoft Lync- 62173

**Description** : Lync presence state was not being used as the basis for determining agent presence. This sometimes resulted in agents being placed in active states when they were actually unavailable.

**Workaround** : None

**Resolution Notes** : Changes were made to Ignite and the router to give precedence to Lync presence states as the basis for determining agent presence.

- Contact Center for Microsoft Lync- 62294

**Description** : Under certain provisioning scenarios, editing and saving the business hour schedule in order to change the current queue status was failing.

**Workaround** : None

**Resolution Notes** : Changes were made to the Configuration Manager to resolve this issue.

- Contact Center for Microsoft Lync- 62296

**Description** : Through mis-provisioning, it was possible to have an invalid queue unavailable answer point provisioned against a queue.

**Workaround** : None

**Resolution Notes** : Changes were made to logging and validation to resolve this issue.

- Contact Center for Microsoft Lync- 62391

**Description** : Intermittently, queue presence status was not being updated in a timely manner in the Lync client.

**Workaround** : None

**Resolution Notes** : Changes were made to the code to resolve this issue.

- Contact Center for Microsoft Lync- 62473

**Description** : After agents completed non-ACD calls and were in the Idle state, their presence continued to display as on a non-ACD call until the system state audit was complete.

**Workaround** : None

**Resolution Notes** : Changes to the way agent presence is determined (Lync vs router) resolved this issue.

- Contact Center for Microsoft Lync- 62540

**Description** : Under extreme conditions, if the maximum number of conferences was exceeded, agents were being improperly removed from conferences and being left in Do Not Disturb.

**Workaround** : None

**Resolution Notes** : Changes were made to conferencing to ensure that all participants are removed from conferences and conferences are properly terminated once the call is complete.

- Contact Center for Microsoft Lync- 62758

**Description** : Under extreme traffic conditions, several queues that were reachable on the previous business day, were not reachable at the start of the next business day.

**Workaround** : None

**Resolution Notes** : Changes were made so that the router terminates endpoints properly, resolving this issue.

- Contact Center for Microsoft Lync- 63006

**Description** : On extremely rare occasions, an agent became stuck on a non-ACD call.

**Workaround** : None

**Resolution Notes** : Changes were made to prevent this issue.

- Contact Center for Microsoft Lync- 63013

**Description** : On extremely rare occasions, the router was not clearing all non-ACD calls after they completed. This resulted in agents becoming "stuck" on a non-ACD call.

**Workaround** : None

**Resolution Notes** : Changes to the way agent presence is determined (Lync vs router) resolved this issue.

- Contact Center for Microsoft Lync- 63068

**Description** : The SIP Listener was stopping intermittently as a result of a hot fix deployment issue.

**Workaround** : None

**Resolution Notes** : 5.10 Fix Pack 4 includes a version-specific .dll file resolving this issue.

- Contact Center for Microsoft Lync- 63071

**Description** : Queues that were manually set to Do No Disturb during business hours were being returned to Available according to the business hour schedule.

**Workaround** : None

**Resolution Notes** : Manually setting states for queues overrides business hour schedule queue state settings.

- Contact Center for Microsoft Lync- 63073

**Description** : After a network outage, agents were removed from all agent groups and displayed as Logged In, Not Present to ACD.

**Workaround** : None

**Resolution Notes** : Changes were made so that when Ignite reconnects after an outage, the router puts the agents back into their last known state.

- Contact Center for Microsoft Lync- 63089

**Description** : Failed agent transfers caused calls to be dropped as we were unable to handle transfer failures initiated by the agent.

**Workaround** : None

**Resolution Notes** : Changes were made to mute the agent following a transfer and keep them available for up-to a maximum of 2 seconds (by default) in case of transfer failure. If the call fails to transfer, the agent receives 3 beeps as a notification of transfer failure, is unmuted, and is able to continue with the call.

- Contact Center for Microsoft Lync- 63571

**Description** : Agents were unable to log in and calls were not being routed as a result of mis-provisioning overflow and interflow timers on a queue.

**Workaround** : None

**Resolution Notes** : Changes were made to Ignite to prevent call routing problems as a result of overflow and interflow being set to the same interval.

- Contact Center for Microsoft Lync- 63578

**Description** : Contact Center Client was showing inflated real-time statistics as a result of errors with the Enterprise server processing records near midnight and not resetting statistics over midnight for 24 hour call centers.

**Workaround** : None

**Resolution Notes** : The Enterprise server was changed to process records correctly and reset after midnight.

- Contact Center for Microsoft Lync- 65127

**Description :** Transfer errors were detected in router logs that should have been logged as warnings.

**Workaround :** None

**Resolution Notes :** Changes were made to resolve this logging issue.

- Contact Center for Microsoft Lync- 65386

**Description :** As a result of multiple users logged in with the same credentials, an agent was being set into a Make Busy state erroneously.

**Workaround :** None

**Resolution Notes :** Changes were made to the log in process to resolve this issue.

- Contact Center for Microsoft Lync- 65881

**Description :** A race condition of interflow and overflow occurring at the same interval on the same call caused a call routing issue, preventing the correct handling of ACD calls.

**Workaround :** None

**Resolution Notes :** Changes were made to Ignite to prevent call routing issues from forming as a result of overflow and interflow being set to the same interval.

- Contact Center for Microsoft Lync- 66199

**Description :** A corrupted configuration change prevented the Ignite client from successfully reloading and resulted in the Ignite client failing.

**Workaround :** None

**Resolution Notes :** Ignite has been changed so that if a corrupted configuration change is detected, it is ignored and the last load of the employee is used instead.

- Contact Center for Microsoft Lync- 66465

**Description :** Ignite became unresponsive after the maintenance service ran. This was the result of Ignite reloading employees for every change event, even if the changes were not relevant for the current employee.

**Workaround :** None

**Resolution Notes :** Changes were made so that Ignite only reloads employees for whom the changes are relevant.

- Contact Center for Microsoft Lync- 66858

**Description :** After the Daylight Savings time change in France, the Enterprise server stopped any ACD call from lasting longer than 00:01:46 as a result of an error in the Enterprise server logic believing that the call had already been established for 2 hours.

**Workaround :** None

**Resolution Notes :** Changes were made to universally convert the current time to UTC (Coordinated Universal Time), resolving the issue.

- Contact Center for Microsoft Lync- 67843

**Description :** Idle agent in queue was not being offered a call that had been in queue for over 30 seconds as a result of a stale call that was causing the agent to no longer be routed calls despite being available. This stemmed from the agent requeuing a call through the Decline action.

**Workaround :** None

**Resolution Notes :** When an ACD call that is offered to an agent fails to be delivered, Contact Center for Microsoft Lync does not transfer it back to the same queue.

- Contact Center for Microsoft Lync- 68017

**Description** : After applying Hot Fix 66444, the router failed to recognize the queue and prevented call routing.

**Workaround** : None

**Resolution Notes** : Changes were made to agent group presence to resolve this issue.

- Contact Center for Microsoft Lync- 68226

**Description** : Intermittently, Lync was terminating agent endpoints, resulting in calls going straight to queue unavailable.

**Workaround** : None

**Resolution Notes** : Changes were made to re-establish user endpoints.

- prairieFyre Ignite- 58386

**Description** : The Ignite Client was disconnecting when the agent clicked on the router connection status notification tray message.

**Workaround** : None

**Resolution Notes** : The notification message no longer displays this way. Router connection status is now seen when you hover over the agent presence icon in the Ignite sidebar.

- prairieFyre Ignite- 58387

**Description** : Under some scenarios, the Ignite wrapper was separating from the Lync conversation window.

**Workaround** : None

**Resolution Notes** : Changes were made to ensure the Ignite wrapper remains attached to the Lync conversation window.

- prairieFyre Ignite- 28639

**Description** : After changes were made and saved in YourSite Explorer, Ignite clients, who were not configured as Administrators, were disconnecting. Instead of going to the local cache for data exchange, the Ignite clients were attempting to access the database, causing Ignite to disconnect intermittently.

**Workaround** : None

**Resolution Notes** : Changes were made to Ignite so Ignite clients no longer need to write to the registry or access the database directly.

- prairieFyre Ignite- 60761

**Description** : Under some scenarios, Ignite failed when the cursor hovered over the Transfer button during a calls.

**Workaround** : None

**Resolution Notes** : Changes to Ignite prevent it from failing when the cursor hovers over the Transfer button.

- prairieFyre Ignite- 62095

**Description** : Under some scenarios, the conversation window did not close after a call completion.

**Workaround** : None

**Resolution Notes** : Changes were made to remove extraneous app.config flags to resolve this issue.

- prairieFyre Ignite- 62097

**Description :** Users were unable to remove Make Busy or log in or out of the queue as a result of a loading issue with agent devices.

**Workaround :** None

**Resolution Notes :** Changes were made to improve the loading agent process.

- prairieFyre Ignite- 62099

**Description :** The Ignite client prematurely loaded before the Configuration Manager completed loading agent groups, preventing agents from seeing their queue in the Agent Actions menu of the Ignite toolbar and requiring them to restart the client.

**Workaround :** None

**Resolution Notes :** Changes were made so that the Ignite toolbar does not change from the loading state until after agent groups are obtained.

- prairieFyre Ignite- 62169

**Description :** When an agent was removed from an agent group in YourSite Explorer, the Ignite client did not remove the agent group from its agent group list until the client was restarted.

**Workaround :** None

**Resolution Notes :** Changes were made to ensure that the Ignite client updates correctly.

- prairieFyre Ignite- 62530

**Description :** Under some circumstances, the Ignite sidebar was freezing, preventing agents from accepting incoming calls.

**Workaround :** None

**Resolution Notes :** Changes were made to Ignite's docking logic to resolve this issue.

- prairieFyre Ignite- 62534

**Description :** Under some circumstances, the Ignite sidebar disappeared and reappeared as a result of CPU consumption issues.

**Workaround :** None

**Resolution Notes :** Changes were made to Ignite's docking logic to resolve this issue.

- prairieFyre Ignite- 63045

**Description :** Under some circumstances, the transfer button was not available for offline contacts, preventing calls from being transferred to a contact's voicemail.

**Workaround :** None

**Resolution Notes :** Regardless of the recipient agent's presence state, the transfer button is enabled.

- prairieFyre Ignite- 65988

**Description :** When reconfiguring employees in YourSite Explorer, unmodified employees were being changed by Ignite from Make Busy to Idle.

**Workaround :** None

**Resolution Notes :** Ignite was improved to better detect whether agent states should change and to log in agents only if their state before the reconnect was Logged In.

- prairieFyre Ignite- 65953

**Description :** After system lock/laptop hibernation, Ignite was unable to locate the original ACD server

upon start up in a private network and the WCF channel failed.

**Workaround :** None

**Resolution Notes :** Changes were made to create a more robust WCF channel that recreates the channel if a fault occurs.

- prairieFyre Ignite- 65951

**Description :** Under some circumstances, the user could not shut down Ignite using the Exit button on the icon in the system tray.

**Workaround :** None

**Resolution Notes :** Changes made to Ignite have resolved this issue.

- prairieFyre Ignite- 68556

**Description :** After the front end and Enterprise servers were restarted, Ignite clients could not reconnect properly, requiring agents to exit their Ignite clients and restart them to log in to their queues.

**Workaround :** None

**Resolution Notes :** Changes were made to automatic login to resolve this issue.

- Hot Fixes - 58044 and 58271 included in Fix Pack 4.

**Description :** Hot Fixes 58044 and 58271 are included in Fix Pack 4.

- Contact Center for Microsoft Lync - 43492

**Description :** The Lync front end server and the Contact Center for Microsoft Lync Enterprise Server cannot be collocated or the Contact Center Management website becomes inaccessible.

- Contact Center for Microsoft Lync - 43896

**Description :** When the Enterprise Router is installed on the same server as a Lync front end server, which is only available in Lync Enterprise Edition, it is not possible to provision a router connection or provision queues. This scenario does not apply to a Lync Standard Edition deployment, where collocating the Enterprise Router and the front end is supported.

- Contact Center for Microsoft Lync - 31259

**Description :** Music on Hold is only playing while callers wait in queue and not playing when calls are placed on hold.

- Contact Center for Microsoft Lync - 45163

**Description :** Agents are not being logged off after a PC reboot, causing incorrect agent states. To work around this issue, manually log off agents or close Ignite/Lync before restarting client computers.

- Contact Center for Microsoft Lync - 45164

**Description :** The Media Directory used for queue announcements is not being shared during the installation of Contact Center for Microsoft Lync on Windows 2008 R2 64-bit installations causing errors. To work around this issue, manually share the Media Directory folder after installing on a Windows 2008 R2 64-bit operating system.

- Contact Center for Microsoft Lync - 45436

**Description :** After restoring a backup of the Contact Center for Microsoft Lync database, the Router is offline, the Provisioner does not create end points, and the Provisioner log reports constant errors. To work around this issue, manually restart the prairieFyre Router, Listener, and Provisioner services once



you have restored a backup.

- Contact Center for Microsoft Lync - 45846

**Description :** If you receive a "Too many active endpoints in UCMA" error message, this indicates that your system is below the recommended minimums. If you receive this message, we recommend you run the Lync Capacity Planning Tool and ensure your system meets the recommended minimums, which can be found at <http://www.microsoft.com/downloads/en/details.aspx?FamilyID=6e8342a7-3238-4f37-9f95-7b056525dc1a&displaylang=en>.

- Contact Center for Microsoft Lync - 45894

**Description :** In order for queues to be dialable during Business Hours when there are no agents logged in to them, the administrator must provision a path unavailable answering point (such as a voicemail or callback extension) within the system provisioning.

- Contact Center for Microsoft Lync - 46138

**Description :** If an ACD agent declines a call because they are in Make Busy, the call goes back in to the queue and the agent is set to Available for ACD. When a new call enters the queue for which that agent answers for the agent will never receive the call and the agent state will go to System Make Busy.

To work around this issue, you can configure the Apply the following Do Not Disturb Code when a user puts themselves into Do Not Disturb option in YourSite Explorer. This will make it more apparent that users are in a DND state and they can then use the Lync 2010 client to remove the DND state and return to Available for ACD.

- Contact Center for Microsoft Lync - 46676

**Description :** In multi-pool environments, agents and queues are not being pegged with ACD Count and ACD Duration if calls are transferred from Agent A on Pool 1 to Agent B on Pool 2.

- Contact Center for Microsoft Lync - 46614

**Description :** When upgrading versions of Contact Center for Lync Server, you must manually uninstall the prairieFyre Watchdog service before beginning the upgrade.

- Contact Center for Microsoft Lync - 46810

**Description :** If the agent group reporting number is changed, the prairieFyre Router must be restarted before changes will take effect.

- Contact Center for Microsoft Lync - 46882

**Description :** At times, caller ID is lost when transferring calls if Music on Hold is enabled in a multi-pool configuration. To work around this issue, disable Music on Hold.

- Contact Center for Microsoft Lync - 44473

**Description :** If you delete all media servers from YourSite Explorer, the Enterprise Server will go offline and the Router log will report errors. If you delete all media servers, you must restart the Enterprise Server service to get your system back online. We recommend you do not delete your default media server.

- Contact Center for Microsoft Lync - 47102

**Description :** Contact Center for Microsoft Lync does not currently support draining a front end server

of calls.

- Contact Center for Microsoft Lync - 47209

**Description :** If there is an interruption in internet service or connectivity while the Enterprise Router installation downloads UCMA 3.0 setup files, you must manually restart the installation. The UCMA 3.0 download can be accessed at <http://www.microsoft.com/downloads/en/details.aspx?FamilyID=4493baab-6214-4770-8cf9-69c813e8a9fa>.

- Contact Center for Microsoft Lync - 47664

**Description :** After a state change, the prairieFyre Ignite client starts counting at 3 seconds, while Contact Center Client starts counting at 5 seconds, causing a slight discrepancy in the real-time monitors between the two applications.

- Contact Center for Microsoft Lync - 47858

**Description :** When saving multiple queues simultaneously in YourSite Explorer, the Router logs report that not all endpoints connect successfully. To work around this issue, restart the routers after provisioning queues.

- Contact Center for Microsoft Lync - 47927

**Description :** When answering calls that ring back to agents after unsupervised transfers, agents are being pegged twice for the ACD Count statistic.

- Contact Center for Microsoft Lync - 47996

**Description :** The server on which the Enterprise Router is installed must be set to a North American date/time format. Client workstations can be configured with any local date/time format.

- Contact Center for Microsoft Lync - 48038

**Description :** In environments that are configured with multiple pools, agents are unable to request help to supervisors in other pools using Ignite.

- Contact Center for Microsoft Lync - 48058

**Description :** In order to play music on hold in queues, after the initial deployment and configuration of Contact Center for Microsoft Lync software, you must restart the Enterprise Routers.

- Contact Center for Microsoft Lync - 50764

**Description :** When calls are made directly to an agent, and not through a queue, if a voicemail is left for the agent, the agent's state is updated to non-ACD.

- Contact Center for Microsoft Lync - 53774

**Description :** If an agent is using a Polycom device, the following registry keys must be added to the PrairieFyreClientShell.exe.config file and set to true:

- (add key="ConnectedToUSBDevice" value="true"/)
- (add key="CloseConversationWindow" value="true"/)

You will be required to reinitialize these values after installing a fix pack and we recommend you reconfirm the values after installing a hot fix.

- Contact Center for Microsoft Lync - 57470

**Description :** When restoring a configuration, the router, SIP Listener, Enterprise server, and clients must be restarted.

- Contact Center for Microsoft Lync - 57841

**Description :** The overflow timer does not function correctly when the "Allow calls to queue when no agent is available" option is selected in YourSite Explorer queue configuration. If agents are not available to answer calls in a queue with an overflow point provisioned and the above option is selected, the calls will follow the overflow point without adhering to the overflow timer settings.

- Contact Center for Microsoft Lync - 61127

**Description :** The Enterprise IP does not accept a hostnames as a valid address. An IP address must be entered for the Enterprise IP.

- Contact Center for Microsoft Lync - 65004

**Description :** A queue is overpegged when a call is requeued or interflowed and then transferred via a supervised transfer.

As a work around, perform a manual summarize. With routers installed up to and including Hot Fix 62012, this will reduce the queue count. For routers post-release of Hot Fix 62012, this will correct the queue count.

Alternatively, only use cold transfers or do not requeue or interflow calls.

- Contact Center for Microsoft Lync - 66386

**Description :** If an agent logs out agent groups during calls, they are set to System Idle and do not receive further ACD calls.

If agents wants to make themselves unavailable following an ACD call, it is recommended that during the the ACD call, they set themselves into Do Not Disturb or Make Busy and log themselves out of the group(s) following call completion.

- Contact Center for Microsoft Lync - 66500

**Description :** When an agent is merged into a call as a part of a supervised transfer, that agent is not credited with a non-ACD call peg.

This issue will be resolved in 5.10 Service Pack 1.

- Contact Center for Microsoft Lync - 66905

**Description :** If you configure an E.164 address with a capital T, the router does not update external non-ACD calls in real time.

You must provision the address with a lowercase t or else calls may be routed incorrectly.

ex: Tel: 6132224444;ext4444 must be changed to tel: 6132224444;ext4444

- Contact Center for Microsoft Lync - 67474

**Description :** Ignite fails to update successfully despite indicating 'Update for Ignite successful' while Ignite and Contact Center Client are running.

Ensure that Ignite and Contact Center Client are closed before updating to update successfully.

- Contact Center for Microsoft Lync - 67777

**Description :** When an agent changes their Lync presence to Do Not Disturb and then to Away, they will not receive ACD calls but they will still receive non-ACD calls

It is recommended that agents either use Do Not Disturb or Make Busy.

- Contact Center for Microsoft Lync - 67866

**Description :** Status changes from meetings scheduled in Outlook are not reflected in the Ignite Agent state when an agent is in a scheduled online meeting, on a call, or in a scheduled appointment.

To work around this issue, agents may manually change their state to Make Busy.

- Contact Center for Microsoft Lync - 68120

**Description :** 5.10 Fix Pack 4 does not support the use of custom Lync presence notes.

- Contact Center for Microsoft Lync - 69256

**Description :** During warm transfers, an agent who is in Make Busy displays in the real-time monitors in the Idle column.

- Contact Center for Microsoft Lync - 70305

**Description :** When a logged in agent becomes newly associated to an agent group, the queue does not automatically recognize them.

To work around this issue, agents must log out and log back in to Ignite to be recognized in the queue.

- Contact Center for Microsoft Lync - 70615

**Description :** When a call is interflowed from a queue directly to an agent, the agent is put into ACD and the call is incorrectly pegged as an ACD call when it should be non-ACD.

- Contact Center for Microsoft Lync - 70722

**Description :** When an external endpoint leaves a message in an ACD agent's associated voice mailbox, the agent's presence note displays 'non-ACD in a call' while the voice mail is being left.

- Contact Center for Microsoft Lync - 70934

**Description :** When either the order of multiple agent groups for overflow or the overflow timer is changed, the changes do not take effect until after the router is restarted.

To work around this issue, restart the router after changing the order of agent groups for overflow or the overflow timer.

- Contact Center for Microsoft Lync - 70981

**Description :** When upgrading from 5.10 Fix Pack 3 to 5.10 Fix Pack 4, all queues without Interactive Queue Control enabled are set into Do Not Disturb.

To work around this issue, select the The queue uses Interactive Contact Center queue control check box for each queue without Interactive Queue Control enabled and save the queues. They will return to ACD after a short period of time.

- Contact Center for Microsoft Lync - 71368

**Description :** Queues may be temporarily set to Do Not Disturb while the Windows Update Service is updating the Front End server as the Front End server is not available.

You must disable Windows Update on all critical servers in the Lync installation.

- Contact Center for Microsoft Lync - 71407

**Description :** After upgrading to 5.10 Fix Pack 4, the prairieFyre updater service (Listener and Provisioner services) need to be re-enabled on all Lync Front End servers.

- Contact Center for Microsoft Lync - 73738

**Description :** Non-ACD calls transferred to an ACD Queue through a blind transfer can only be subsequently transferred to an ACD Queue using a supervised transfer.

- prairieFyre Ignite - 45175

**Description :** The Ignite client sidebar is not accessible or visible when the Lync 2010 client is maximized on a single monitor PC.

- prairieFyre Ignite - 45522

**Description :** When an agent invites another agent into a conference call, the second agent state continues to display as idle in the real-time monitor.

- prairieFyre Ignite - 46230

**Description :** If an ACD agent declines a call using the Set to DND option, and then an ACD call goes to the queue for which the agent answers, the call will not be delivered to the agent and the agent's state will display as System Make Busy.

To work around this issue, set a value for the 'Apply the following Do Not Disturb Code when a user puts themselves into Do Not Disturb.' This will cause the routers to set the agent in DND and make it more apparent to the agent that they are in a DND state, at which point they can clear the DND state manually.

- prairieFyre Ignite - 46355

**Description :** If an ACD agent transfers a call directly to another agent instead of to a queue, the Lync transfer window will display instead of the custom transfer window.

- prairieFyre Ignite - 46138

**Description :** At times, agents become stuck in stale states that allow them to only make outgoing calls, blocking them from receiving ACD calls.

To work around this issue, configure overrides in YourSite Explorer that enable agents to override Do Not Disturb states.

- prairieFyre Ignite - 46567

**Description :** In multi-pool environments, when an ACD call is transferred from one pool to another, the call is being pegged as a non-ACD call.

- prairieFyre Ignite - 47614

**Description :** If an agent is logged out of Ignite and clicks the Star on the Ignite toolbar and then selects an agent group, the agent group is selected but the Apply button does not display. This behavior is confusing and makes it appear as though the agent has joined the selected agent group while they are still logged off the system.

- prairieFyre Ignite - 61809

**Description :** While in Work Timer mode, if an agent locks their workstation, they will be routed another call before being placed in Make Busy.

To work around this issue, ensure agents in Work Timer mode put themselves into the Make Busy state before shutting down their workstation.

- prairieFyre Ignite - 67318

**Description :** When a new agent group is created and has agents added to it, the Ignite client does automatically update the agent group.

To work around this issue, restart Ignite client.

- prairieFyre Ignite - 67473

**Description :** If you launch Ignite without having the agent who is logging in provisioned in an agent group, Ignite becomes stuck in the loading phase.

Agents must be provisioned in a group for the agent's desktop to initialize properly. To resolve an Ignite client that is stuck at loading, open the Task Manager and shut down Ignite.

- prairieFyre Ignite - 67786

**Description :** The Ignite log says Configuration Manager successfully loaded newly added Make Busy reason codes, but the list in Ignite is not updated.

To work around this issue, restart Ignite to use the newly provided Make Busy reason codes.

- prairieFyre Ignite - 69474

**Description :** When an agent who is not enabled for ACD is enabled for ACD and added to an agent group, the agent's Ignite client does not register these changes.

To work around this issue, restart the agent's Ignite client.

- prairieFyre Ignite - 70495

**Description :** Newly provisioned Make Busy and Do Not Disturb reason codes do not automatically appear in Ignite clients.

To work around this issue, users must exit and restart their Ignite Client.

- Contact Center Client - 39971

**Description :** When Make Busy is removed, the Logged Off Time field, rather than the Last Event Received field, in the Agent Shift monitor is updated.

This issue will be resolved in 5.10 Service Pack 1.

- Contact Center Client - 45349

**Description :** Backups created using Management Console within Contact Center Client are not saving audio files.

To work around this issue, manually backup the audio files in [installation\_drive]:\Program Files\prairieFyre Software Inc\CCM\MediaDirectory.

- Contact Center Client - 62932

**Description :** Contact Center Client on Windows Vista is not displaying correct agent states as a result of the Lync client lagging.

Microsoft indicates that presence updates are "Best Efforts" only. If you are seeing out of step updates, verify your network performance.

- Contact Center Client - 63564

**Description :** Contact Center Client fails after Auditor is run and the user is transitioning back from Auditor to the primary real-time view.

It is not recommended that you use Auditor.

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To download Contact Center for Microsoft Lync software, users must login to [www.prairieFyre.com](http://www.prairieFyre.com) using their personal prairieFyre credentials to gain access to the downloads.

- Browse to <http://www.prairiefyre.com>
- Click **Support > Download software**.
- Click on **Microsoft Lync Server 2010 Download Center**
- Type your provided **User ID** and **Password** and click **Log in**
- Click on **Download Center**, then **Currently Shipping**
- Under **Latest Fix Pack**, you can download the latest release along with the documentation.

If you have any questions or concerns, please contact your prairieFyre representative, or contact prairieFyre at [support@prairieFyre.com](mailto:support@prairieFyre.com), or call 613-599-0045, option 3.

**WARNING:** Installing the hotfix will Stop and Start ALL prairieFyre services.

It is recommended to install the hotfix outside of regular business hours to avoid any potential service affecting issues.

## APPLIES TO

Lync Server 5.10 Fix Pack 4

**Keywords :** 58044 58271 68556 65951 65953 65988 63045 62534 62530 62169 62099 62097 62095 60761 58639 58387 58386 68226 68017 67843 66858 66465 66199 65881 65386 65127 63578 63571 63089 63073 63071 63068 63013 63006 62758 62540 62473 62391 62296 62294 62173 62015 61128 60806 60718 60585 60320 60317 47862 Fix Pack 3 FP3 5.10 Lync Ignite

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<http://micc.mitel.com/kb/KnowledgebaseArticle51574.aspx>

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