

HotFix KB512199 - Multiple fixes for SIP

PROBLEM

This Hotfix addresses multiple issues:

- An agent placed a call on hold, then it was delivered instead to another agent.
- After an agent cancelled a consult call, when they tried a second time the call was dropped.
- When an agent consult called to a queue, the second agent did not receive work timer.
- All fixes included in KB511301.1

RESOLUTION

This Hotfix is to be installed onto **MiContact Center Business version 9.3.0.0 for SIP**. **Installing this Hotfix onto a MiVoice Business environment will cause serious errors.**

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 **KB512199** HotFix to the MiContact Center server.
7. Double-click the **KB512199** 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 we recommend applying this patch outside business hours or during a scheduled maintenance window.

APPLIES TO

MiCC 9.3 SIP

Keywords: Hotfix 512199 KB512199 SIP consult work-timer work timer worktimer

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