

## HotFix KB121992 - Softphone toolbar displaying red X intermittently

### PROBLEM

Intermittently the Softphone toolbar in Contact Center Client will display as a red X across a white background.

### CAUSE

When using some buttons in the Softphone toolbar, the toolbar requires a graphic or tooltip change. The original implementation was done in a non-thread-safe manner. In rare cases this allowed a conflict in the interface that would throw an error, visually identified by a red X covering the toolbar.

### RESOLUTION

Code on the toolbar buttons has been updated to always function in a thread-safe fashion.

### INSTALLATION

**This Hotfix was included in our 6.0.2.3 release. If you have a specific business reason for being unable to upgrade, and still require this hotfix, please contact MiContact Center support.**

### APPLIES TO

CCM 6.0.2.2\_Rev2

**Keywords:** softphone PSM toolbar red X

Last Modified By: andrew\_montpetit, Thursday, December 19, 2013

<http://micc.mitel.com/kb/KnowledgebaseArticle51982.aspx>

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