

Multimedia Contact Center - Known issue with McAfee Anti-Virus

INFORMATION

We have identified an issue with McAfee anti-virus being installed on the MiContact Center server, which results in IIS Application Pools being reset frequently throughout the day. This causes stability issues with our Multimedia component.

We advise against using McAfee anti-virus in conjunction with our MiContact Center software at this time.

For more information, please refer to this McAfee knowledge base article.

APPLIES TO

7.0, 7.1

Keywords: mcafee appool application pool w3wp reset

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<http://micc.mitel.com/kb/KnowledgebaseArticle52226.aspx>

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