

## 5.7 SP1 Fix Pack 2

This is the list of all items for 5.7 SP1 Fix Pack 2, released on , May 16 2011. For more information, you can visit Mitel Online to download our Detailed Release Notes for this release.

- Salesforce.com Integration - Transferring an ACD call to a busy number, no 'Wait' button displayed.

**Description :** When attempting to transfer a call and the destination was busy, the Salesforce.com connector was displaying the Complete Transfer button instead of the Wait button.

**Workaround :** None

**Resolution Notes :** Changes were made to ensure the Salesforce.com connector displays the Wait button when transferring calls to destinations that are busy.

- Salesforce.com Integration - Salesforce.com Session Time Out Causes Illigal Session IDs/CTI Adapter Crash.

**Description :** After being logged out of the Salesforce.com connector due to inactivity, the Salesforce.com connector was producing an invalid session ID error upon attempt to log back in.

**Workaround :** None

**Resolution Notes :** The Salesforce.com connector was updated to prompt users to refresh the page following a logout due to inactivity to attach to the new session ID

- Salesforce.com Integration - Call Forward on Phone Causes CTI Adapter To Crash.

**Description :** At times, when call forwarding is enabled on desk phones, the Salesforce.com connector crashes.

**Workaround :** None

**Resolution Notes :** Changes were made to ensure that call forwarding does not cause the Salesforce.com connector to crash.

- Salesforce.com Integration - CTI Adapter Attempting To Create Call Task Against Incorrect Call ID after perform MKB during worktimer.

**Description :** The Salesforce.com connector was failing to create tasks while calls were being made.

**Workaround :** None

**Resolution Notes :** The Salesforce.com connector was updated to ensure associated call tasks can be created while calls are being made. IMPORTANT NOTE: When a make busy reason code is set while the call is in progress it will NOT prompt the user for a classification code if they are configured, and automatically submit a non-compliant code.

- Salesforce.com Integration - Unable to Login Due to Reading Deleted Row Information.

**Description :** The Salesforce.com connector was unable to read deleted row information and logged users off of them system, forcing them to log back into the system.

**Workaround :** None.

**Resolution Notes :** Changes were made to ensure that the deleted row information can be read by the Salesforce.com connector and that users are not logged off of the system unexpectedly.

- Salesforce.com Integration - CTI Connector log indicates 'Device Out of Service' for Hotdesking Agent IDs.

**Description :** The Salesforce.com connector error message 'Device out of Service' was lacking an

accurate and informative description on the error agents were experiencing.

**Workaround** : None.

**Resolution Notes** : This Salesforce.com connector error message was updated to display more accurate and relevant information to agents.

- Salesforce.com Integration - Call Routing During 3300 Embedded Voicemail Causes SFDC Adapter Failures.

**Description** : Calls being routed during 3300 ICP embedded voicemail was causing the Salesforce.com connector to lose access to one or more of its lines due to the connector treating the call as in progress.

**Workaround** : None.

**Resolution Notes** : The Salesforce.com connector was updated to ensure that calls being routed during 3300 embedded voicemail to not experience any failures.

- Salesforce.com Integration - Connector does not respond to Queued call after forced Worktimer.

**Description** : When ACD agents were handling ACD calls from a queue with Classification Codes and Forced work timer enabled in YourSite Explorer, any queued calls received after the first ACD call were not displaying in the Salesforce.com connector.

**Workaround** : None.

**Resolution Notes** : Changes were made to ensure that ACD calls are delivered and displaying correctly to agents using the Salesforce.com connector when Classification Codes and work timer are enabled.

- Salesforce.com Integration - Agents Stuck in Work Timer After Transferring ACD Calls.

**Description** : Agents who transfer ACD calls to other agents were stuck in work timer after calls were transferred.

**Workaround** : None.

**Resolution Notes** : The Salesforce.com connector was updated to ensure that agents are not stuck in work timer after transferring ACD calls.

- Salesforce.com Integration - Calls Being Duplicated/Triplicated in Salesforce.

**Description** : At times, call tasks are being duplicated in the Salesforce.com connector.

**Workaround** : None.

**Resolution Notes** : Changes were made to ensure that call tasks are not duplicated in the Salesforce.com connector.

1. Using a web browser browse to <http://www.mitel.com>.
2. Click **Login**.
3. Type your MOL **User ID** and **Password** and click **Log in**.
4. Under **Support** click **Software Downloads**.
5. To download
  - A Contact Center Enterprise Edition hotfix, click **Contact Center Enterprise Edition=>Contact Center Enterprise Edition Software Download** and after **Download the Mitel Networks Contact Center Enterprise Edition**, click **CCEE\_FullRelease**.
  - A Contact Center Business Edition hotfix, click **Contact Center Business Edition=>Contact Center Business Edition Software Download** and after **Download the Mitel Networks Contact Center Business Edition**, click

**CCBE\_FullRelease.**

- A Call Accounting hotfix, click **Call Accounting=>Call Accounting Software Download** and after **Download the Mitel Networks Call Accounting**, click **CA\_FullRelease**.
- 6. Click **Installing Contact Center Solutions and Call Accounting hotfixes**.
- 7. In the list of available hotfixes, identify the hotfix you require using the number of this Knowledge Base article, and click the associated **Web Download** or **FTP Download** link.

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<http://micc.mitel.com/kb/KnowledgebaseArticle51212.aspx>

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