

## HotFix KB521569 - SIP PBX not routing calls if an agent's name contains a special character

### PROBLEM

MiVoice 5000 not routing calls if an agent's name contains a special character. Restarting freeswitch temporarily resolves.

### RESOLUTION

This Hotfix is to be installed onto **MiContact Center Business version 9.3.3.0**.

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 9.3.3.0** and **HotFixes**.
6. Download the **KB521569** HotFix to the MiContact Center server.
7. Double-click the **KB521569** 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 please install this patch after hours or during a scheduled maintenance window.

### APPLIES TO

MiCC 9.3.3.0

#### Keywords:

Last Modified By: montpetit.a, Friday, September 10, 2021  
<http://micc.mitel.com/kb/KnowledgebaseArticle52687.aspx>

Saturday, June 25, 2022