

HotFix KB435696 - Multiple Realtime issues

PROBLEM

This HotFix addresses multiple issues:

- QueueNow monitor not updating accurately
- Newly added agents do not show realtime status in Contact Center Client
- MiCCSDK failing after site is enabled for SSL

RESOLUTION

This HotFix is to be installed onto **MiContact Center Business version 8.1.4.0**.

1. Ensure that KB428628 is installed.
2. Ensure that KB427310 is installed.
3. Go to <https://www.mitel.com/>
4. Click the **Log in** button.
5. Click the **Sign in** button under *Connect*.
6. On the left, select the **Software Download Center**.
7. Expand the tree to **MiContact Center Business** and then down to **MiContact Center Business 8.1.4.0** and **HotFixes**.
8. Download the **MiCC HotFix KB435696.exe** HotFix to the MiContact Center server.
9. Double-click the **MiCC HotFix KB435696.exe** and follow the on-screen prompts.

NOTE: Applying this HotFix will restart the MiContact Center services. To avoid service interruption we recommend applying this patch after hours or during a scheduled maintenance window.

APPLIES TO

MiCC 8.1.4.0

Keywords: 435696 KB435696 HotFix QueueNow IVQ SSL MiCCSDK new agent

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<http://micc.mitel.com/kb/KnowledgebaseArticle52577.aspx>

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