

INFORMATION

Immediately after applying the Service Pack 1 (5.10.1) upgrade, queues in DND are no longer passing calls to the unavailable answer point. This Hot Fix corrects the issue, and is mandatory for anyone using the 5.10.1 release.

You can download this hot fix from the download center along with the most recent major patch. The download and use prairieFyre software products is potentially controlled by regulations issued by the Canadian DFAIT, the US BIS, and other countries under laws relating to the export and re-export of our software. Under restrictions imposed by such regulatory bodies, prairieFyre software products and hotfixes are not provided through prairieFyre Software's Knowledge Base or FTP server. Users downloading software from prairieFyre will need to affirmatively certify that you/or your business enterprise:

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To download Contact Center for Microsoft Lync software, users must login to www.prairieFyre.com using their personal prairieFyre credentials to gain access to the downloads.

- Browse to <http://www.prairiefyre.com>
- Click **Support > Download software**.
- Click on **Microsoft Lync Server 2010 Download Center**
- Type your provided **User ID** and **Password** and click **Log in**
- Click on **Download Center**, then **Currently Shipping**
- Under **Latest Fix Pack**, you can download the latest release along with the documentation.

If you have any questions or concerns, please contact your prairieFyre representative, or contact prairieFyre at support@prairieFyre.com, or call 613-599-0045, option 3. **WARNING:** Installing the hotfix will Stop and Start ALL prairieFyre services.

It is recommended to install the hotfix outside of regular business hours to avoid any potential service affecting issues.

APPLIES TO

5.10.1

Keywords: Mandatory hot fix hotfix

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