

HotFix KB468853 - UPIQ stability and Summarization fixes

PROBLEM

This Hotfix resolves 3 issues:

- Some days failed to summarize reporting data
- ALM0011 - Service Unavailable was triggering for the UPIQ service
- The UPIQ service will not longer create a Silent Monitor on ACD calls for Agent Greetings when the queue in question does not have Agent Greetings enabled

RESOLUTION

This Hotfix is to be installed onto **MiContact Center Business version 9.0.2.0**.

1. Ensure that KB467156 is installed.
2. Go to <https://www.mitel.com/>
3. Click the **Login** button.
4. Click the **Sign in** button under **MiAccess**.
5. On the left, select the **Software Download Center**.
6. Expand the tree to **MiContact Center Business** and then down to **MiContact Center Business 9.0.2.0** and **HotFixes**.
7. Download the **MiCC HotFix KB468853.exe** HotFix to the MiContact Center server.
8. Double-click the **MiCC HotFix KB468853.exe** and follow the on-screen prompts.
9. Wait for the repackager and auto-updates to complete.

NOTE: Installing this Hotfix will restart the MiContact Center services. To avoid service interruption we recommend applying this patch outside business hours or during a scheduled maintenance window.

APPLIES TO

MiCC 9.0.2.0

Keywords: Hotfix Summarize UPIQ silent monitor

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<http://micc.mitel.com/kb/KnowledgebaseArticle52616.aspx>

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