

## HotFix KB425351 - Agents intermittently being logged out of Ignite

### PROBLEM

Intermittently the MiVoice Business sends an unexpected phone logout event. When this occurs Ignite sees this as an agent logout, and proceeds to logout all other agents associated to the employee.

### RESOLUTION

This HotFix is to be installed onto **MiContact Center Business version 8.1.3.0**.

1. Ensure that KB410407 is installed.
2. Ensure that KB410718 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 8.1.3.0 and HotFixes.
8. Download the MiCC HotFix KB425351.exe HotFix to the MiContact Center server.
9. Double-click the MiCC HotFix KB425351.exe and follow the on-screen prompts.
10. Wait for the repackager and auto-updates to complete.

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

### APPLIES TO

MiCC 8.1.3.0

**Keywords:** 425351 KB425351 ignite logout intermittent

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<http://micc.mitel.com/kb/KnowledgebaseArticle52567.aspx>

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