

## **KB40561: CCC Object reference error when updating Agent Shift Monitor with configuration change**

### **PROBLEM**

A Contact Center Client Object reference error is thrown when updating the Agent Shift Monitor on a database configuration change.

### **SYMPTOMS**

When a user restricted with a security role logs into the Contact Center Client and opens an Agent Shift monitor, if an administrator saves a configuration change in the CCMWeb, all of the Agents will drop from the Agent Shift monitor and an Object reference error will be produced.

This behaviour only seems to happen when a restricted user is logged into the Contact Center Client.

### **CAUSE**

The Contact Center Client is receiving presence events from the enterprise server for agents that it cannot see, probably for security reasons.

### **WORKAROUND**

None.

### **RESOLUTION**

This hotfix has been included in all subsequent software versions. For our latest software and updates, please go to [www.mitel.com](http://www.mitel.com).

If you have a business need for this hotfix and are unable to update to a supported software version, please contact Customer Support for assistance.

### **APPLIES TO**

CCM version 5.7 SP1

**Keywords:** 40561

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