

Hotfix KB536902 - Fixes: Unable to save employee added via Pick user from Active directory and Email processing fixes and improvements

What's Fixed?

This Hotfix addresses the following 3 issues:

Issue Description	Symptoms	Resolution
Unable to save employee that was added in YourSite Explorer using Pick User from active directory when system is configured to use windows authentication	After pressing "pick user" in YSE to pick an active directory user to import into YSE, you were unable to save that employee due to an incorrect validation error	No longer will get validation error on password when windows authentication is configured.
Emails could stop being pulled into the system when multiple IMAP expunge failures cause emails to not be moved to processed folder	Emails no longer come into the system once we get more than 10 flagged as deleted and unable to be moved to processed folder	Improved logic to handle this error situation and properly unflag the item in inbox as deleted in order for it to be retried again.
Global Reply Template name that has a slash in it can cause issues with email handling	Agents handling emails and using global reply templates would see errors if the global reply template had a slash in the name	Properly escaping names with slashes

Cumulative Fixes Included

The following previous hotfixes are also included in this hotfix:

Hotfix	Description	Link
KB536401	Fixes for Microsoft Exchange	https://mitel.custhelp.com/app/answers/answe

OAuth mail [r_view/a_id/10](#)
server [18450/2424375](#)
connections [53](#)
and Web Ignite
Callback
Widget issue

Environment

MiContact Center Business

Installation

This Hotfix is to be installed onto **MiContact Center Business version 9.4.0.0**

1. Go to <https://www.mitel.com>
2. Click the **Login** button.
3. Click the **Sign in** button under **MiAccess**.
4. On the left, select the **Software Download Center**.
5. Expand the tree to **MiContact Center Business** and then down to **MiContact Center Business 9.4.0.0** and **9.4.0.0 HotFixes**.
6. Download the "**MiCC Hotfix KB536902.exe**" Hotfix to the MiContact Center server.
7. Double-click the **MiCC HotFix KB536902.exe** and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

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

Last Modified By: montpetit.a, Tuesday, September 20, 2022
<http://micc.mitel.com/kb/KnowledgebaseArticle52697.aspx>

Wednesday, February 01, 2023