

## HotFix KB410718 - Some callback requests not being saved to SQL

### PROBLEM

This HotFix corrects several issues:

- Callback requests weren't being committed to SQL due to a concurrency error.
- Agents are returned to an available state after being set to Make Busy during a Multimedia item was being worked.
- The Ignite Inbox was showing calls stuck in a Hold state after the agent had actually disconnected and was in Work Timer.
- Interactive Visual Queue (IVQ) monitors were not displaying the checkmark for IsCallback column.

### SYMPTOMS

The MiCCSDK log shows lines like the following:

*Warning: 2017-May-22 13:29:43.701 Error saving changes due to a concurrency exception. Retrying... (EntityFrameworkExtensions.SaveChangesSafe)*

### RESOLUTION

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

1. Ensure that KB410407 is installed.
2. Go to <https://www.mitel.com/>
3. Click the Log in button.
4. Click the Sign in button under Connect.
5. On the left, select the Software Download Center.
6. Expand the tree to MiContact Center Business and then down to MiContact Center Business 8.1.3.0 and HotFixes.
7. Download the MiCC HotFix KB410718.exe HotFix to the MiContact Center server.
8. Double-click the MiCC HotFix KB410718.exe and follow the on-screen prompts.
9. Wait for the repackager and auto-updates to complete.

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

### APPLIES TO

MiCC 8.1.3.0

**Keywords:** 410718, KB410718

Tuesday, May 17, 2022