

## HotFix KB393576 - Intermittently Agent Greeting port does not receive DNIS or ANI from call

### PROBLEM

This HotFix addresses two issues:

- Agent Greeting ports intermittently being unable to receive the DNIS or ANI values from the call being tapped.
  - A configuration option has been added to prevent timing errors.
  - Extra logging has been added to further diagnose if needed into a new log file:  
*prairieFyre.Services.EnterpriseServer - InQueueServer.log*
- Agent Greeting ports not properly releasing calls if the call is requeued

### RESOLUTION

This HotFix is to be applied onto **MiContact Center Business version 8.1.2.0**.

1. Ensure that KB392414 is installed.
2. Ensure that KB393574 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 8.1.2.0 and HotFixes.
8. Download the **MiCC HotFix KB393576.exe** HotFix to the MiContact Center server.
9. Double-click the **MiCC HotFix KB393576.exe** and follow the on-screen prompts.
10. Go to **[InstallDir]\Services\EnterpriseServer\**
11. Open **prairieFyre.Services.EnterpriseServer.exe.config** in Notepad (you may have to run Notepad as admin).
12. Find `<add key="InQueueDataServiceSleepTimer" value="1000"/>` the value is in milliseconds, and can be increased to allow the system to wait a little longer for complete information. When adjusting, we recommend small increments until you find the ideal value. If you increase this value to 3000 or more, please see the additional information section below.
13. Save the file.
14. Restart the Enterprise Server service.
15. Wait for the repackager and auto-updates to complete.

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

### ADDITIONAL INFORMATION

If the configuration in step 10 exceeds 3000 ms, you will also need to increase the following

setting in the UPIQ service:

1. Go to **[InstallDir]\Services\RoutingUPIQService\** on the IVR server.
2. Open **RoutingUPIQService.exe.config** in Notepad (you may need to run Notepad as admin).
3. Go to the *<Mitel.Routing.Common.Properties.Settings>* section.
4. Add the following entry:

```
<setting name="InqueueWaitTimeout" serializeAs="String">  
  <value>3</value>  
</setting>
```

```
</Mitel.Routing.Common.Properties.Settings>
```

**NOTE:** The value should be the a number of seconds that meets or exceeds that set in the Enterprise Service above.

5. Save the file.
6. Restart the Routing UPIQ service.

## APPLIES TO

MiCC 8.1.2.0

**Keywords:** 393576 KB393576 DNIS ANI agent greeting

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<http://micc.mitel.com/kb/KnowledgebaseArticle52542.aspx>

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