

HotFix KB319188 - Calls disappearing from IVQ monitor during transfer scenario

PROBLEM

While calls are being transferred between queues at end of day, some calls were disappearing from the IVQ monitor.

This HotFix adds protection against 4 identified scenarios where this could happen, and increased logging in case of further issues.

RESOLUTION

This HotFix must be installed onto **MiCC Version 7.1.3.1**.

1. Download the attached **KB319188.EXE** file to the enterprise server.
2. Double-click the **KB319188.EXE** file and follow the on-screen prompts.

NOTE: Installing this hotfix will restart the prairiefire services. In order to avoid service interruption we recommend applying the update after hours or during a scheduled maintenance window.

APPLIES TO

MiCC 7.1.3.1

Keywords: 319188 KB319188 IVQ call calls missing disappearing

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<http://micc.mitel.com/kb/KnowledgebaseArticle52395.aspx>

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