

## 5.8 Fix Pack 9

This is the list of all items for 5.8 GA Fix Pack 9, released on Friday, May 18 2012. For more information, you can visit Mitel Online to download our Detailed Release Notes for this release.

- Contact Center Management - Queue duplication caused handle time discrepancies in reports.

**Description :** Queue duplication caused discrepancies between agents' handle time in the Agent Group Performance by Agent report and the Queue Group Performance by Agent report.

**Workaround :** None

**Resolution Notes :** Changes were made to ensure accurate reporting.

- Contact Center Management - After upgrade to 5.8, DNIS Performance reports not pegging ACD path calls over remote nodes.

**Description :** Following an upgrade to 5.8, occasionally, DNIS Performance reports were not pegging ACD path calls as ACD over remote nodes.

**Workaround :** None

**Resolution Notes :** Changes were made to ensure that ACD calls were pegged correctly.

- Contact Center Management - Data imported to Verint by third party application causing intervals to shift..

**Description :** A third-party workforce scheduling application was importing data into Verint incorrectly, causing time intervals to shift, resulting in inaccurate reporting.

**Workaround :** None

**Resolution Notes :** Changes were made to ensure time intervals were being pegged accurately.

- Contact Center Management - Upgrade to Fix Pack 6 sometimes caused reporting discrepancies.

**Description :** Under some scenarios, issues in the upgrade process to 5.8 Fix Pack 6 resulted in Contact Center Management experiencing reporting discrepancies.

**Workaround :** None

**Resolution Notes :** The issues were the result of improper process being followed during upgrade. The configuration wizard now checks for and resolves this issue.

- Intelligent Queue - Issues with AccountCodeSet events resulted in transfer destinations being cleared, affecting unsupervised transfers..

**Description :** Issues with AccountCodeSet events resulted in transfer destinations being cleared, affecting unsupervised transfers.

**Workaround :** None.

**Resolution Notes :** Changes were made to avoid erroneous clearing of transfer destinations.

- Workforce Scheduling - Intermittently, program issues caused Workforce Scheduling to become inactive after changes were made..

**Description :** Intermittently, program issues caused Workforce Scheduling to become inactive after

changes were made.

**Workaround** : None

**Resolution Notes** : Changes were made to prevent programming issues and to shorten the default timeout for updates.

- 69051 - Salesforce.com Integration - Intermittent Salesforce.com Integration Client displays port information instead of ANI.

**Description** : Intermittently, Salesforce.com Integration Client registered too many messages with the Enterprise server, resulting in port information being displayed rather than the caller ANI.

**Resolution** : Changes were made to prevent too many messages being registered with the Enterprise Server.

Due to export regulations, direct links to the hotfix associated with this Knowledge Base article is no longer provided through prairieFyre Software's Knowledge Base and FTP server. Instead, you will have to login to [www.mitel.com](http://www.mitel.com) using your Mitel OnLine credentials to gain access to downloads.

1. Using a web browser browse to <http://www.mitel.com>.
2. Click **Login**.
3. Type your MOL **User ID** and **Password** and click **Log in**.
4. Under **Support** click **Software Downloads**.
5. To download
  - A Contact Center Enterprise Edition hotfix, click **Contact Center Enterprise Edition=>Contact Center Enterprise Edition Software Download** and after **Download the Mitel Networks Contact Center Enterprise Edition**, click **CCEE\_FullRelease**.
  - A Contact Center Business Edition hotfix, click **Contact Center Business Edition=>Contact Center Business Edition Software Download** and after **Download the Mitel Networks Contact Center Business Edition**, click **CCBE\_FullRelease**.
  - A Call Accounting hotfix, click **Call Accounting=>Call Accounting Software Download** and after **Download the Mitel Networks Call Accounting**, click **CA\_FullRelease**.
6. Click **Installing Contact Center Solutions and Call Accounting hotfixes**.
7. In the list of available hotfixes, identify the hotfix you require using the number of this Knowledge Base article, and click the associated **Web Download** or **FTP Download** link.

**WARNING:** Installing the hotfix will Stop and Start ALL prairieFyre services.

It is recommended to install the hotfix outside of regular business hours to avoid any potential service affecting issues.

## APPLIES TO

CCM version 5.8 FP9

**Keywords** : 69051 70896 66336 69458 66257 56278 52030 5.8 Fix Pack 9 FP9

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