

HotFix KB411802 - CCM Call Notes are disappearing when a call is transferred to another queue

PROBLEM

This HotFix addresses an issue where Call Notes would be lost if a call was transferred from one answering queue to another.

RESOLUTION

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

1. Ensure that KB410407 is installed.
2. Ensure that KB410718 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 8.1.3.0 and HotFixes.
8. Download the MiCC HotFix KB411802.exe HotFix to the MiContact Center server.
9. Double-click the MiCC HotFix KB411802.exe and follow the on-screen prompts.
10. Wait for the repackager and auto-updates to complete.

NOTE: Installing 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.

APPLIES TO

8.1.3.0

Keywords: 411802 KB411802 CCM call notes

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<http://micc.mitel.com/kb/KnowledgebaseArticle52556.aspx>

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