

HotFix KB319897 - Discrepancies in number of ACD calls handled between Performance and Event reports

PROBLEM

When comparing Performance and Event reports, the number of ACD calls were not lining up.

RESOLUTION

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

1. Download the attached **KB319897.EXE** file to the enterprise server.
2. Double-click the **KB319897.EXE** file and follow the on-screen prompts.
3. Re-summarize the time period that was showing discrepancies.

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

APPLIES TO

MiCC 7.1.3.1

Keywords: 319897 KB319897 acd calls handled performance event report reports

Last Modified By: AndrewMontpetit, Monday, January 18, 2016
<http://micc.mitel.com/kb/KnowledgebaseArticle52409.aspx>

Monday, January 30, 2023