

KB41351: 5.7 sp1 Rollup of Hotfixes - KB41351

SUMMARY

If you have installed or upgraded CCM to version 5.7 SP1, prairieFyre highly recommends immediately applying this hotfix. This hot fix addresses several issues that may be seen after an upgrade or install. **NOTE:** This rollup is for CCM only, not IQ.

The rollup includes all of the following hotfixes:

Hotfix	Description
36291	Hold items disappear on force forwards / draft folder not getting cleaned
36810	Unable to load a CCC profile - Exception loading task AgentShiftTask
38538	Enterprise error about CheckSQLDriveUsages
38557	Index was out of range. Must be non-negative and less than the size of the collection WFS fatal error
38576	WFS Forecast tool results in an Out Of Memory Exception
38788	The Salesforce connector does not support hot desking agents
38819	CCC Call Notes not working
38826	Violation of PRIMARY KEY constraint 'PK_tblSubscriptions_1'. Cannot insert duplicate key in object 'dbo.tblSubscriptions'. error

38917	Trunk Group Accounting Trace reports do not include call start time as secondary sort order
38918	Collector log Error: DeleteSentData Exception when handle already sent data
38966	AGP queries cause Queue Now monitor stats to drop
39081	WFS breaks configured less than 15 minutes not scheduled correctly
39107	WFS mass delete of schedule results in deleting all time events in all schedules
39119	Agent join/leave group commands issued through Softphone/PhoneSetManager don't appear to work in non-resilient environment
39141	Resizing Employee List in Adherence monitor causes "Object reference not set to an instance of an object" exception
39145	WFS reports show all employees no matter what's selected in the reporter UI
39213	Flexible report headers have static value instead of expression
39214	WFS overtime configuration in YSE adds 1 hour to time

	when minutes greater than 30
39230	Realtime Client is not connected to the realtime server error after exiting
39271	WFS Adherence Configuration Parameters not taking effect
39321	Unable to change 'From' and 'To' times when modifying Calls Offered with Forecasting Tool
39388	There was an error loading a monitor in the profile / Queue Now monitor will not display
39457	Queue Performance by Period Chart monitor throws index out of range exception when clicking set alarms
39528	SalesForce not displaying Cases when searching phone numbers with () and -
39605	Subscriber Billing by Extension reports not reporting costed calls
39607	Exchange link is down network alarm after restarting MCC services
39652	Collected info/digits not displaying in CCC toaster pop up
39674	Starting WFS application results in Unhandled Exception Failed to enable constraints

39718	Random inner exception errors occurring in CCC
39760	Real Time Adherence Alarms not functioning after opening a CCC Profile
39786	Starting Outlook 2003 with Out of Office Assistant turned on and MCC plug-in enabled, Outlook becomes unuseable
39789	Cancel work timer does not work within CCC using ICC
39815	Summarization fails after running Intertel import configuration tool
39862	Call Accounting reports not respecting security device lists
39885	Issues with Search, Filter, Sorting, and Moving items on YSE grid pages
39939	No real-time stats generated when only licensed for Call Accounting - No data in CA reports
39980	Error when setting CCC alarm in second Queue by Period monitor
40154	6160 ports configured as voice extensions in YSE are set to historical after Telephone System Synchronization
40155	Classification codes not credited correctly sometimes when call

	recording used
40165	Setting make busy using PSM/Softphone during work timer removes ability to enter classification code
40213	IVQ queued calls in real time monitor appear in wrong order
40246	No Transferred Emails Received in Email Queue Performance report
40259	Lifecycle reports not showing calls that go to voice mail
40311	Multimedia outlook plug-in throws error 13 type mismatch
40323	Employee name order in WFS reports not consistent with order in Voice reports
40331	WFS Unable to set employee's Hours Available greater than 168 for Time off
40350	Spell check function sometimes not invoked when "check spelling before sending" is enabled
40376	Grouping employees by supervisor in WFS results in application error when making time bar edits
40416	Screenpop, caller ID, or general business extension state monitors stop working after PBX

	connection disrupted
40444	SalesForce doesn't reflect call being ended when Make Busy set during call transfer
40446	chatform.asp does not show after hours acknowledgement configured for Queue
40467	Multimedia agents sometimes stop receiving emails even though they are idle
40504	Color alarms for Adherence Timebar monitors do not trigger for Jobs and Breaks
40506	Employee / Group Billing Trace reports showing incorrect call rates
40521	WFS Performing undo action then adding employee shift results in fatal error
40523	Employee Group Time Out of Adherence report has last column formatted incorrectly
40531	Account code reports not reporting accurately
40537	Extension Division device types cannot be selected from security list menu
40561	CCC Object reference error when updating Agent Shift Monitor with configuration change
40600	Attendant Console

	Traffic by Period Report's Average Service Time calculation is incorrect
40648	Selecting multiple Devices for configuring Alarms in Adherence monitors results in an error
40657	Parsing errors generated from SMDR records after upgrading PBX to MCD 4.2
40663	Account codes for outbound calls are not being pegged at all
40820	5.7 Intertel hotfix rollup
40874	Cannot see Agent Name in Repository or move items between Queues via Outlook
40950	SalesForce rollup hotfix
40990	Unable to access IQ DNIS reports with Business Edition license
41129	IVQ real time monitor becomes stale over time
41172	Updating imported device names in CCMWeb fails when last names contain extraneous spaces
41276	When Quick Audit enabled for Exchange Router, transferred emails do not re-route to agents

RESOLUTION

These software updates have all been included in subsequent versions of our software. You can download the latest updates for our supported releases at www.mitel.com.

If you have a business need for this Hotfix rollup, and cannot upgrade to a currently supported version of our software, please contact Customer Support for assistance.

APPLIES TO

CCM version 5.7 SP1

Keywords: 41351 ccm 5.7 service pack 1 rollup roll-up hotfixes

Last Modified By: amontpetit, Friday, April 05, 2013

<http://micc.mitel.com/kb/KnowledgebaseArticle51082.aspx>

Monday, November 28, 2022