

Hot Fix KB89048 - Changes to Call Plan not taking effect / Unable to put system into Emergency Mode

PROBLEM

This hot fix addresses two different issues found in IQ 5.8.0.9

- You are unable to put the system into Emergency Mode in the IQ GUI if Non-Messaging Port Groups exist.
- Changes to Call Plans not taking effect until service is restarted.

RESOLUTION

This hot fix is to be installed into Intelligent Queue version 5.8.0.9 and Hot Fix 86659.

1. Download the attached **KB89048.ZIP** file to the IQ server.
2. Extract the **KB89048.ZIP** file to it's own folder.
3. Inside the extracted folder, run the **IQPatch.BAT** file.

NOTE: Applying this patch will temporarily stop your IQ services. In order to avoid service interruption we recommend running this patch after hours or during a scheduled maintenance window.

APPLIES TO

IQ 5.8.0.9

Keywords: system mode emergency non-messaging port group changes call plan service restart

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<http://micc.mitel.com/kb/KnowledgebaseArticle51739.aspx>

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