

RESOLVED ISSUES in MiVoice Connect Contact Center

This article contains resolved issues for MiVoice Connect Contact Center Releases

Known issues fixed in MiVoice Connect Contact Center build 508.11.5700.0

Defect Number	Description
MIVC-4218	Callbacks dequeuing for time range defined on a different Service.

Known issues fixed in MiVoice Connect Contact Center build 508.11.2400.0

Defect Number	Description
MIVC-4299	Keystore process failure.

Known issues fixed in MiVoice Connect Contact Center build 508.10.9600.0

Defect Number	Description
MIVC-2587	Keystore process failure.
MIVC-2653	Music Streams are not playing between scripts intermittently.

Known issues fixed in MiVoice Connect Contact Center build 508.10.7200.0

Defect Number	Description
MIVC-1402	Voice ACD calls pegging on chat group intermittently.
MIVC-1936	CCIR installation in Windows 2019 Server fails if proceeded by .Net framework 2.0 installation.
MIVC-2141	Anonymous ANI recorded as "65535" on outbound reports.
MIVC-2176	Agents unable to log in to AIC after Keystore process failure.
MIVC-2238	Some callbacks are not re-activating after server restart.

RESOLVED ISSUES in MiVoice Connect Contact Center

Known issues fixed in MiVoice Connect Contact Center build 508.10.7200.0	
Defect Number	Description
MIVC-2462	Reporting process failure.
MIVC-2479	Incorrect translations of German language.
MIVC-1944	Agent receives a copy of the sent email if the reply is sent after entering release state and ends the interaction.

Known issues fixed in MiVoice Connect Contact Center build 508.10.5700.0	
Defect Number	Description
ENG-537730	Calls reported as ACD answered when Forced released.
ENG-574519	“ACD calls transferred by agent” column does not increment correctly for blind transfers to non-monitored extensions or external destinations.
ENG-579373	Reply Emails going to Dead Letter email Account.
ENG-580340	Reporting _Process.exe unexpectedly shuts down.
MIVC-1008	Agents cannot answer offered emails due to unexpected emma and ex_process service shutdown.
MIVC-1149	“System Chat Messages” not being displayed to Chatter.
MIVC-1153	Agent has a blank page after logging in.
MIVC-1279	Updated Warning “Return Primary Server to Normal mode” while in Redundancy mode to: If the primary server displays 'Faulty' (the secondary is the only master server) this action will restart the Primary, and then the Secondary, server services. If the system displays 'Island Mode', the secondary server service will be restarted. The primary server service will not be affected, and must be restarted manually, along with the Web Agent service in order to return to normal mode from Island Mode.
MIVC-1301	Periodically, Reply Emails are not sent to External Email address.
MIVC-1477	“Range Check Error” when opening Agent Manager.
MIVC-1835	Caller Name shown as “unknown” in interactions when recently provisioned.

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Known issues fixed in MiVoice Connect Contact Center build 508.10.5700.0	
Defect Number	Description
MIVC-1931	Maritime Canada/Atlantic UTC -4 time zone added.

Known issues fixed in MiVoice Connect Contact Center build 508.10.3320.0	
Defect Number	Description
ENG-579209	Intermittent Contact Center process failure.

Known issues fixed in MiVoice Connect Contact Center build 508.10.3300.0	
Defect Number	Description
ENG-460406	Foreign characters (UTF8) might show up garbled in the Interaction Center.
ENG-495099	Blank AIC page displayed if there is a space at the beginning or end of a username.
ENG-529100	AIC Queue Monitor only displays first 12 CP fields programmed.
ENG-548662	Dial List retry on busy timer not working correctly.
ENG-560265	Queue calls are not displaying in IE 11.
ENG-562378	An email was not re-queued correctly after a system restart.
ENG-563417	The Start Queue Time basic call profile is missing in Contact Center Director.
ENG-563658	An idle agent was not receiving queued email until performing a release/resume.
ENG-564284	Contact Center process failure.
ENG-564917	Outbound email accounts were going down on a busy system.
ENG-566737	The Start Wait Time basic call profile is missing in Contact Center Director.

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Known issues fixed in MiVoice Connect Contact Center build 508.10.3300.0	
Defect Number	Description
ENG-567786	JRE error encountered when logging into Supervisor GCCS application with Windows 10.
ENG-567844	Calls that are queued ahead of live calls but had been made into callbacks are delivered out of order.
ENG-568923	Email process failure on server startup when an invalid/incorrect reply account configured.
ENG-571279	Contact Center process failure.
ENG-571345	Intermittent audio cutoff for calls in queue that have been transferred to Contact Center from an analog device.
ENG-573294	Callback request was looping when last agent in callback group logged out, causing high CPU utilization.
ENG-574519	“ACD calls transferred by agent” column does not increment correctly for blind transfers to non-monitored extensions or external destinations.
ENG-574857	ACD email can stop working if there is invalid/incorrect reply account configured.
ENG-575907	Chat messages are not rendered when double quotes are used in the conversation.
ENG-575971	Some ACD emails were not routing when the connection to the mailbox was flapping.
ENG-576138	AIC goes to white screen when Agent gets conferenced with a non-monitored extension.
ENG-576521	Queue Monitor information will not always align with column headers when a supervisor does not have an agent account.
ENG-576706	Process failure occurred while changing email configuration during an email handling.

Known issues fixed in MiVoice Connect Contact Center build 507.85.3221.0	
Defect Number	Description
ENG-538591	“DNIS calls accepted” in 12.1 DNIS by Interval report are over-reported if the call is interflowed from the no agent destination.
ENG-549795	Intermittent IVR process failure.
ENG-554849	Agents intermittently logged out of Interaction Center.

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Known issues fixed in MiVoice Connect Contact Center build 507.85.3221.0	
Defect Number	Description
ENG-556774	File "libetpan-stream-debug.log" is created if there is a "tmp" folder in root of server C drive.
ENG-556871	Caller Name is 'Unknown' on Agent Interaction Center from an agent that is hot desking. (Agent extension is not assigned in CC Director, and agent enters extension when logging in AIC).
ENG-561192	Call ended, and agent was stuck in wrap with no display of remaining wrap time nor an option to end it or extend it.
ENG-563510	Email status is sometimes not marked correctly in the database causing the system to be very busy on a restart.
ENG-563662	Email process failure after changing the SMTP configuration on an account with a large amount of emails in the inbox (over 2000).
ENG-567950	Email can stop routing on a busy system.

Known issues fixed in MiVoice Connect Contact Center build 507.85.3200.0	
Defect Number	Description
ENG-489854	Additional logging for issue of CCIR data not being written intermittently.
ENG-514544	"Avg ACD Ring Time" continued to accumulate incorrectly for a call that interflowed out of Contact Center.
ENG-526503	CCIR would not upgrade to Connect for one customer with "CCIR could not connect to the ECC Server" error.
ENG-528943	Agents intermittently logged out of Interaction Center.
ENG-529094	Caller was stuck in a script "get digits" action when configured timeout did not function.
ENG-548430	Contact Center IVR process failure.
ENG-548523	Predictive interflow routing not functioning.

RESOLVED ISSUES in MiVoice Connect Contact Center

Known issues fixed in MiVoice Connect Contact Center build 507.84.8207.0	
Defect Number	Description
ENG-357358	Agent "External Outgoing NACD calls" are reported as "Internal Outgoing NACD" calls when PBX Account Code is used.
ENG-491908	Ability to make an internal database change to a value other than the 12 or 24 months of data retention configurable in Contact Center Director.
ENG-496282	Local calls to an IRN are disconnected for one customer.
ENG-502976	Scheduled Reports lag by 2 hours on systems with Europe/Paris time zone configured. Example: A report scheduled for 12:15 will not generate until 14:15.
ENG-510730	Cannot add release codes after default codes are deleted on a new ECC installation.
ENG-511295	Email internal timer process leak.
ENG-512958	Agent Manager username character limit increased from 40 to 64 to match Contact Center Director limit.
ENG-517520	Replication breaks every night after successfully re-synching during the day.
ENG-523352	The last agent in AIC cannot be seen when a large number of agents are chosen.
ENG-526081	DNIS events are not written to the CCIR database if DNIS names have more than 16 characters.
ENG-526596	When using the Popup URL Feature, scroll bars do not appear in IE 11 and Firefox.
ENG-526783	Changing the chat port from default 8080 breaks chat functionality.
ENG-529088	Some scripts must be re-saved after a system restart in order to route correctly for customers with a very high number of script IDs (greater than 600).

Known issues fixed in MiVoice Connect Contact Center build 507.84.5100.0	
Defect Number	Description
ENG-490398	ACD email calls are taking up to 60 seconds to arrive in agent's In Box when unexpected email header information is encountered.
ENG-492845	Real-time reporting engine process failure.
ENG-497367	No warning message is displayed if a customer attempts to initiate a chat using IE and high privacy settings.

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Known issues fixed in MiVoice Connect Contact Center build 507.84.5100.0	
Defect Number	Description
ENG-501914	Interaction Center states not refreshing intermittently.

Known issues fixed in MiVoice Connect Contact Center build 507.84.3705.0	
Defect Number	Description
ENG-467967	Abandoned call count slightly higher on Real-Time Daily Summary vs. Historical Group by Interval report.
ENG-489264	When supervisor help request is made, agent's "Supervisor Help" icon does not change color to green.
ENG-491577	Emails were not getting routed because of errant notifications from email server.
ENG-491872	Contact Center Server stopped routing calls and all Agents received a "System Unavailable" message when changes were made to an agent email address while logged in.
ENG-498942	Agent chat sessions in Interaction Center will falsely appear as connected when a customer uses high privacy settings in Internet Explorer.

Known issues fixed in MiVoice Connect Contact Center build 507.84.1903.0	
Defect Number	Description
ENG-437913	An agent received an ACD call when already on an outbound call.
ENG-448896	Calls were dropping when attempting to present calls to agent checking voicemail with Communicator.
ENG-482667	Contact Center process failure.
ENG-492078	3.1 Agent by Interval report column "ACD presented not answered calls" can increment incorrectly in a multi transfer scenario.
ENG-493532	Unable to launch Brief Agent Queue report after saving.
ENG-494310	An agent became stuck in busy state after an outbound call.

RESOLVED ISSUES in MiVoice Connect Contact Center

Known issues fixed in MiVoice Connect Contact Center build 507.83.9502.0	
Defect Number	Description
ENG-477657	Memory leak, browser unresponsive, and unexpected client logout on Agent Interaction Center.
ENG-486735	Silent monitor is disconnecting after 10 to 80 seconds.
ENG-490327	Wrap reports 6.3 – 6.12 are not running correctly.
ENG-491493	Calls made to/from a supervisor are stuck in Interaction Manager unless the supervisor is logged into a group.
ENG-492044	19.2 Outbound Calls by Date returning zero records when outbound callback calls were made.
ENG-492725	Agent Interaction Center Locks up.
ENG-492902	Agent Stuck in wrap after process failure and closing of Interaction Center browser.

Known issues fixed in MiVoice Connect Contact Center build 507.83.6406.0	
Defect Number	Description
ENG-480270	An agent did not get ACD calls after exiting wrap.
ENG-486687	RA3.1 Agent Activity Report showing actual time agent 'Resume' in Total Release column after an Unexpected Event (*).
ENG-488265	Emails are getting delayed after answer.

Known issues fixed in MiVoice Connect Contact Center build 507.83.4004.0	
Defect Number	Description
ENG-446386	Real-time reporting engine process failure.
ENG-456741	Real-time reporting engine process failure.
ENG-456754	Email interactions stopped processing due to too many emails received at same time.
ENG-460610	Contact Center service would not start after upgrade for a customer with a custom reporting formula bigger than 20,000 bytes.

RESOLVED ISSUES in MiVoice Connect Contact Center

Known issues fixed in MiVoice Connect Contact Center build 507.83.4004.0	
Defect Number	Description
ENG-446386	Real-time reporting engine process failure.
ENG-476442	Parameter configured for attempting callbacks was not working correctly.
ENG-477603	A second callback was created when agent transferred OACD call.
ENG-479526	An agent can get a blank screen when logging into interaction client.

Known issues fixed in MiVoice Connect Contact Center build 507.83.1108.0	
Defect Number	Description
ENG-427969	"Longest ACD talk time" started to accumulate after ACD call was transferred in and out.
ENG-447379	Newly created IVR applications are not listed in Brief IVR Applications report in Agent Manager.
ENG-455701	13.1 Group DNIS by Interval report showed "Longest wait time before answered" of 37m04s, but no "DNIS calls Answered".
ENG-456665	Save option not available after checking/unchecking "Announce Destination" in Callback Action of Script.
ENG-457770	ACD calls consult transferred to an IRN did not give wrap to agent.
ENG-458271	Web Chat error "Another agent has answered the chat" when the chat was disconnected.
ENG-460365	An agent was stuck in a busy state after scheduled callback call completed.
ENG-460401	Supervisor Interaction Center showing agent still on the call after the ACD call has been consult transferred out
ENG-460610	MiVoice Contact Center service would not start after an upgrade.
ENG-460669	Real-time reporting engine process failure.
ENG-467889	Some Swedish IVR .wav files not in correct format.

RESOLVED ISSUES in MiVoice Connect Contact Center

Known issues fixed in MiVoice Connect Contact Center build 507.82.6212.0	
Defect Number	Description
ENG-443234	Agent Interaction was stuck on a call after disconnecting from a conference.
ENG-448937	Email process failure occurred with large (over 2 MB) bodied email.
ENG-450263	Web Agent notification for new inbound call popup timer is too short.
ENG-452355	Unable to configure the "Days to Store Abandoned Calls" setting

Known issues fixed in MiVoice Connect Contact Center build 507.82.3906.0	
Defect Number	Description
ENG-323965	ACD Call stuck on ECC after failed transfer.
ENG-379382	Incorrect data in 13.1 Group DNIS by Interval report.
ENG-413572	Incorrect ACD talk time for agent on an External call transferred to the IRN by another user.
ENG-442767	Agent by interval report shows longest ACD talk time inaccurate.
ENG-448947	Web Agent queue filters no longer save after they are applied.

Known issues fixed in MiVoice Connect Contact Center build 507.82.2602.0	
Defect Number	Description
ENG-187102	Intermittent no ECC routing / dead air on AA transferred calls.
ENG-327373	Agent stuck on NACD call.
ENG-330939	Agent stuck on call.
ENG-345681	Agent triggers give double screen pops on connect.

RESOLVED ISSUES in MiVoice Connect Contact Center

Known issues fixed in MiVoice Connect Contact Center build 507.82.2602.0	
Defect Number	Description
ENG-348498	No audio when transferring from AA menu to ECC using "Personal Assistance feature with AA menu".
ENG-353423	ECC agent in stuck state after conference call.
ENG-357867	Stuck call in agent toolbar with status showing "held".
ENG-379401	Idle agent not getting calls.
ENG-409082	Daily detailed Group Report is not showing ASA.
ENG-413035	Agent shows in held state after transfer to IRN.
ENG-419481	Agent Release time incorrectly reported in RA1.1 Agent Perf by Interval report.
ENG-419531	Agent in Release State on Login after being logged out from Login Manager.
ENG-420601	Idle agents not receiving calls.
ENG-420607	GCCS won't load scripts across WAN.
ENG-423792	Dial list does not follow time zone rule after time change.
ENG-426999	Agents stuck on call after conference.
ENG-432002	Callbacks are not increasing in priority at the same rate as live calls for same Service.
ENG-437391	Calls not showing in queue when filtered to logged in.
ENG-438439	GCCS Wait action sends calls to Incomplete Destination.
ENG-441109	Diagnostic Console should show what kind of release the agent is in.
ENG-442222	Agent state mismatch.
ENG-443506	Transferred ACD call gets disconnected and routed to personal Agent Queue.

RESOLVED ISSUES in MiVoice Connect Contact Center

Known issues fixed in MiVoice Connect Contact Center build 507.81.7102.0	
Defect Number	Description
ENG-379385	MiVoice Contact Center service would not start.
ENG-392171	Whisper Label and Functionality with ECC.
ENG-418599	HQ Agent ID is not recorded in c2g database on outbound NACD calls.
ENG-419369	Automated response “From” address displays ambiguous error.
ENG-419451	Callback not re-queued correctly after IVR failure.
ENG-419547	Abandoned callback default group does not always save.
ENG-419620	Agents getting force released for callback confirmation timeout when it is not configured.
ENG-419723	Interaction agent shows calls in queue for groups agent is not a member of.
ENG-420639	After upgrade to connect agents who are members of email group cannot login.
ENG-420645	Group Limitation of 5 Groups per User.
ENG-423758	KPI for emails in queue is not updating.

Known issues fixed in MiVoice Connect Contact Center build 507.81.4103.0	
Defect Number	Description
ENG-349612	Group report not showing data.
ENG-358067	Cannot open Diagnostic Console or GCCS Admin on ECC server.
ENG-362379	Some emails in inbox are not being delivered.
ENG-370036	Emails stuck in Inbox aren't being routed to Idle agents.

RESOLVED ISSUES in MiVoice Connect Contact Center

Known issues fixed in MiVoice Connect Contact Center build 507.81.4103.0	
Defect Number	Description
ENG-381356	Unacceptable Old/Wrong Swedish Language Prompts.
ENG-381455	Timestamp in Web Agent chat is displayed in language it is not configured for (Spanish).
ENG-381475	Historical reports contain no data after 12/26/15.
ENG-383023	Wrong Text in the Connect CC Supervisor Software Install Prompt Window.
ENG-383046	Contact Center interaction center login not working through edge gateway.
ENG-383181	Queued call increased priority unexpectedly.
ENG-384510	Script is routing to an undesirable destination when Call Profile value is blank.
ENG-384858	Emails stopped routing for one account.
ENG-384874	Define what the wait-active state is in ECC schedule callbacks.
ENG-404600	An additional callback is created unexpectedly after first callback is transferred to an IRN.
ENG-405663	Web Agent needs to handle failed callback attempts more gracefully.

Known issues fixed in MiVoice Connect Contact Center build 507.80.6109.0	
Defect Number	Description
ENG-370090	user_registry.ini did not update with secondary Contact Center Server parameters.
ENG-370103	Agent attempted to answer email and got Force-Released.
ENG-370109	Agent is not put into wrap-up if agent replies back to Email. Only happens with Exchange 10.
ENG-372955	Mail not being routed from the mail server.

RESOLVED ISSUES in MiVoice Connect Contact Center

Known issues fixed in MiVoice Connect Contact Center build 507.80.6109.0	
Defect Number	Description
ENG-379187	Non ACD transfer to a Web Agent gets stuck after hanging up the call.
ENG-379541	Web Agent shows log into my tails instead of log into my queues.
ENG-379681	Web Agents shows an error when the agent logs in.
ENG-379749	CR2 to CR3 upgrade changed the GCCS wave file path.
ENG-381313	Ability to pass CP values from chat.html is missing in Connect Contact Center.
ENG-381598	Ability to pass CP values from web callback is missing in Connect Contact Center.
ENG-386746	Wave files won't play, and cannot save script changes after upgrade to 507.80.6106.0.
ENG-399787	Web agent/agent manager etc. lost connection to ECC server and not able to login.