Advanced Queueing call transfer fails on Skype For Business environment after ugrade to 2021.Spring.1

Applies to

UCSuite 2021.3.1

Description

On Skype For Business installations, when the Advanced Queueing is transferring a call, the transfer systematically fails. Other operations like consultation calls and file playing could fail as well

Cause

Different behavior when Advanced Queueing is transferring the call.

Solution

1. Download patch <u>here</u>
2. Stop all Imagicle services using
   \<StonevoiceAS>\Temp\SV-StopAllServices.bat   > Run as administrator
3. Extract patch 'ApplicationSuite.Telephony.Opal.x64.dll' and replace the original one with the new one in this folder :
   \<StonevoiceAS>\Apps\ApplicationSuite\Component\Assembly\
4. Start all services using
   \<StonevoiceAS>\Temp\SV-StartAllServices.bat > Run as administrator