



# Advanced Queueing call transfer fails on Skype For Business environment after upgrade 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 [here](#)
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\  
<StonevoiceAS>\Temp\SV-StartAllServices.bat > Run as administrator
4. Start all services using