

HotFix KB427310 - Account codes not pegging in Conversation Detail Report

PROBLEM

Intermittently account codes were not being pegged in a Conversation Detail Report
This occurred on a MiContact Center Business server with a MiVoice Office 400 telephone system.

RESOLUTION

This HotFix is to be installed onto **MiContact Center Business version 8.1.4.0**.

1. Go to <https://www.mitel.com/>
2. Click the **Log in** button.
3. Click the **Sign in** button under *Connect*.
4. On the left, select the **Software Download Center**.
5. Expand the tree to **MiContact Center Business** and then down to **MiContact Center Business 8.1.4.0** and **HotFixes**.
6. Download the **MiCC HotFix KB427310.exe** HotFix to the MiContact Center server.
7. Double-click the **MiCC HotFix KB427310.exe** and follow the on-screen prompts.

NOTE: Applying this HotFix will restart the MiContact Center services. To avoid service interruption we recommend applying this patch after hours or during a scheduled maintenance window.

APPLIES TO

MiCC 8.1.4.0 with MiVO 400

Keywords: 427310 KB427310 account code outbound SIP CDR conversation detail report

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<http://micc.mitel.com/kb/KnowledgebaseArticle52576.aspx>

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