

## HotFix KB474853 - Account Code sorting and duplicate ScreenPops

### PROBLEM

This Hotfix addresses 2 issues:

- The Account Code list in Contact Center Client is not sorted.
- Intermittently screenpops would launch twice.

### RESOLUTION

This Hotfix is to be installed onto **MiContact Center Business version 9.1.0.0**.

1. Go to <https://www.mitel.com/>
2. Click the **Login** button.
3. Click the **Sign in** button under **MiAccess**.
4. On the left, select the **Software Download Center**.
5. Expand the tree to **MiContact Center Business** and then down to **MiContact Center Business 9.1.0.0** and **HotFixes**.
6. Download the **KB474853** HotFix to the MiContact Center server.
7. Double-click the **KB474853** and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

**NOTE:** Installing this Hotfix will restart the MiContact Center services. To avoid service interruption install this patch after hours or during a scheduled maintenance window.

### APPLIES TO

MiCC 9.1

**Keywords:** Hotfix 474853 KB474853 account code codes sort sorting duplicate screenpop screen pop screen-pop

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