

## HotFix KB366370 - Offline install of Client applications hangs on Licensing screen

### PROBLEM

This HotFix addresses two problems:

1. While installing the client software onto a computer that is not networked directly to the MiContact Center server (will require an MBG connection), the installer stops at the Licensing screen and is unable to proceed.
2. The installer returns a Checksum error during installation of Microsoft Visual Studio C Redistributable.

### RESOLUTION

**NOTE:** This HotFix is to be applied onto MiContact Center Business version 8.0.1.0.

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 8.0.1.0 and HotFixes.
6. Download the **MiCC HotFix KB366370.exe** HotFix to the MiContact Center server.
7. Double-click the **MiCC HotFix KB366370.exe** 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. In order to avoid service interruptions we recommend applying this update after hours or during a scheduled maintenance window.

### APPLIES TO

MiCC 8.0.1.0

**Keywords:** offline MBG install installer client licensing

Last Modified By: montpetit.a, Monday, March 26, 2018  
<http://micc.mitel.com/kb/KnowledgebaseArticle52493.aspx>

Tuesday, January 31, 2023