

HotFix KB522237 - Cloudlink Chat sending out transcript multiple times

PROBLEM

In some cases sites configured to use Cloudlink Chat were sending out multiple copies of the chat transcripts.

RESOLUTION

This Hotfix is to be installed onto **MiContact Center Business version 9.3.1.0**.

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 9.3.1.0** and **HotFixes**.
6. Download the **KB522237** HotFix to the MiContact Center server.
7. Double-click the **KB522237** 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 please install this patch after hours or during a scheduled maintenance window.

APPLIES TO

MiCC 9.3.1.0

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<http://micc.mitel.com/kb/KnowledgebaseArticle52690.aspx>

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