

## HotFix KB376910 - On the Chat landing page the "Your Name" box does not have a label visible when it first loads

### PROBLEM

When a customer lands on the Chat landing page, the fields to be filled in are labeled with ghost text. However, since the "Your Name" field loads with the cursor already within, the ghost text is removed and customers are presented with an unlabeled blank white box.

### WORKAROUND

If the user clicks any other box, the ghost text will return.

### RESOLUTION

This hotfix is to be installed onto **MiContact Center Business version 8.1.0.0**.

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 8.1.0.0 and HotFixes.
6. Download the **MiCC HotFix KB376910.exe** HotFix to the MiContact Center server.
7. Double-click the **MiCC HotFix KB376910.exe** and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

**NOTE:** Installing this hotfix will restart the Mitel services. In order to avoid service interruption we recommend applying the update after hours or during a scheduled maintenance window.

### APPLIES TO

8.1.0.0

**Keywords:** 376910 KB376910 chat landing page your name ghost text unlabeled box

Last Modified By: montpetit.a, Monday, March 26, 2018  
<http://micc.mitel.com/kb/KnowledgebaseArticle52514.aspx>

Tuesday, August 09, 2022