

HotFix KB438587 - When selecting devices in Flexible Reporting page 2 and higher are blank

PROBLEM

When selecting devices in Flexible Reporting page 2 and higher are blank

RESOLUTION

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

NOTE: This issue is already resolved in version 9.0.0.0.

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 8.1.4.0 and HotFixes.
6. Download the **MiCC HotFix KB438587.exe** HotFix to the MiContact Center server.
7. Double-click the **MiCC HotFix KB438587.exe** and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

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

Keywords:

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<http://micc.mitel.com/kb/KnowledgebaseArticle52582.aspx>

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