

## HotFix KB173890 - CCC Chat window opens twice when using a saved CCC profile

### PROBLEM

When using a saved CCC profile you open the CCC Chat. Two windows open instead of one.

### RESOLUTION

This hotfix is to be installed onto CCM **7.0** with **KB164741** (available through Mitel.com)

1. Download the attached **KB173890.EXE** to the Enterprise Server.
2. Double-click the **KB173890.EXE** file and follow the on-screen prompts.
3. Ensure all client computers close and re-launch the Contact Center Client.

**NOTE:** Installing this hotfix will stop and restart the prairieFyre services. To avoid service interruption, we recommend applying it after hours or during a scheduled maintenance window.

### APPLIES TO

7.0 with KB164741

**Keywords:** CCC Chat two twice window saved profile

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<http://micc.mitel.com/kb/KnowledgebaseArticle52124.aspx>

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