

HotFix KB463927 - Ghost text on Chat landing page does not clear on an Android device

PROBLEM

When a user on an Android phone reached the landing page for a Chat, the ghost text would not clear down, resulting in the chatter's information being appended to the end.

RESOLUTION

WORKAROUND: If the chatter moves their cursor to the very beginning of the field, they can then clear it.

This HotFix is to be installed onto MiContact Center Business version 8.1.4.1.

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 8.1.4.1 and HotFixes.
6. Download the **MiCC HotFix KB463927.exe** HotFix to the MiContact Center server.
7. Double-click the **MiCC HotFix KB463927.exe** and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

NOTE: Installing this patch will restart the MiContact Center services. To avoid service interruption we recommend applying the Hotfix after hours or during a scheduled maintenance window.

APPLIES TO

MiCC 8.1.4.1

Keywords: Hotfix Chat android 463927 KB463927

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<http://micc.mitel.com/kb/KnowledgebaseArticle52599.aspx>

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