

HotFix KB470705 - Desktop Ignite can no longer open attachments

PROBLEM

Desktop Ignite is no longer able to open attachments after installing Windows 10 update 1809 and associated compatibility fix in MiContact Center Business

RESOLUTION

This Hotfix is to be installed onto **MiContact Center Business version 9.1.0.0**.

1. Ensure that KB466669 is installed.
2. Go to <https://www.mitel.com/>
3. Click the **Login** button.
4. Click the **Sign in** button under **MiAccess**.
5. On the left, select the **Software Download Center**.
6. Expand the tree to **MiContact Center Business** and then down to **MiContact Center Business 9.1.0.0** and **HotFixes**.
7. Download the **MiCC HotFix KB470705.exe** HotFix to the MiContact Center server.
8. Double-click the **MiCC HotFix KB470705.exe** and follow the on-screen prompts.
9. Wait for the repackager and auto-updates to complete.

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

APPLIES TO

MiCC 9.1, Windows 10 update 1809

Keywords: Hotfix 470705 KB470705 1809 desktop ignite attachments

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<http://micc.mitel.com/kb/KnowledgebaseArticle52614.aspx>

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