

## HotFix KB487048 - Adding TLS 1.2 support to MiAudio component

### PROBLEM

Security update is available to enhance Transport Layer Security (TLS) to TLS 1.2 which will allow for greater security of communications. Mitel is not aware of customers that have been impacted by earlier versions of TLS. Mitel is recommending customers to update to the latest release.

### RESOLUTION

**TEMPORARILY DISABLED DUE TO AN ISSUE THAT BLOCKED IVR PORTS FROM RECOVERING AFTER A MIVoice BUSINESS RESTART**

This Hotfix is to be installed onto **MiContact Center Business version 9.1.2.0**.

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 9.1.2.0** and **HotFixes**.
6. Download the **KB487048** HotFix to the MiContact Center server.
7. Double-click the **KB487048** and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

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

### APPLIES TO

MiCC 9.1.2.0

**Keywords:** TLS Hotfix 487048 KB487048 MiAudio

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