

HotFix KB465400 - SMS history "Error loading interaction" in Web-Ignite

PROBLEM

The SMS history shows "Error loading interaction" in Web-Ignite in an environment with no EMail media servers.

RESOLUTION

This Hotfix is to be installed onto **MiContact Center Business version 9.0.2.0**.

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 9.0.2.0** and **HotFixes**.
6. Download the **MiCC HotFix KB465400.exe** HotFix to the MiContact Center server.
7. Double-click the **MiCC HotFix KB465400.exe** 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 we recommend applying this patch after hours or during a scheduled maintenance window.

APPLIES TO

MiCC 9.0.2.0

Keywords: Hotfix 465400 KB465400 SMS history error loading interaction

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<http://micc.mitel.com/kb/KnowledgebaseArticle52603.aspx>

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