

## HotFix KB455553 - MKB/DND Pegs and Durations not adding up when comparing Agent Group by Agent by MakeBusyDnDCode (or Agent MakeBusyDND Trace) with Agent (or Agent Group) Event by Period report.

### PROBLEM

MKB/DND Pegs and Durations not adding up when comparing Agent Group by Agent by MakeBusyDnDCode (or Agent MakeBusyDND Trace) with Agent (or Agent Group) Event by Period report.

### RESOLUTION

**NOTE: This issue is already resolved in MiContact Center Business version 9.0.0.0 and later. You only need this HotFix if you cannot upgrade to 9.0.**

This HotFix is to be installed onto **MiContact Center Business version 8.1.4.0**.

1. Ensure that KB428628 is installed.
2. Ensure that KB427310 is installed.
3. Ensure that KB435696 is installed.
4. Ensure that KB427400 is installed.
5. Go to <https://www.mitel.com/>
6. Click the Login button.
7. Click the Sign in button under MiAccess.
8. On the left, select the Software Download Center.
9. Expand the tree to MiContact Center Business and then down to MiContact Center Business 8.1.4.0 and HotFixes.
10. Download the **MiCC HotFix KB455553.exe** HotFix to the MiContact Center server.
11. Double-click the **MiCC HotFix KB455553.exe** and follow the on-screen prompts.
12. 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 the patch after hours or during a scheduled maintenance window.

### APPLIES TO

MiCC 8.1.4.0

**Keywords:** HotFix KB455553 455553 MKB DND Make Busy MakeBusy Make-Busy Do Not Disturb DoNotDisturb report peg duration count

Last Modified By: montpetit.a, Monday, August 13, 2018  
<http://micc.mitel.com/kb/KnowledgebaseArticle52595.aspx>

Saturday, February 27, 2021