

## HotFix KB447705 - Workflow repeating each step

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### PROBLEM

Intermittently a workflow was repeating each step for a single call.

### RESOLUTION

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

1. Ensure that KB426218 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 8.1.4.0 and HotFixes.
7. Download the **MiCC HotFix KB447705.exe** HotFix to the MiContact Center server.
8. Double-click the **MiCC HotFix KB447705.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 patch after hours or during a scheduled maintenance window.

### APPLIES TO

MiCC 8.1.4.0

**Keywords:** HotFix 447705 KB447705 workflow repeat repeating

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<http://micc.mitel.com/kb/KnowledgebaseArticle52594.aspx>

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