

HotFix KB381257 - CSM Data Import tool not converting DB2 databases correctly.

PROBLEM

When using the CSM Data Import tool to convert a CSM database in DB2 format to MiCC, some statistics are not carried over correctly.

RESOLUTION

This hotfix is to be applied onto **MiContact Center Business version 8.1.1.0**.

1. Go to <https://www.mitel.com/>
2. Click the Log in button.
3. Click the Sign in button under Connect.
4. On the left, select the Software Download Center.
5. Expand the tree to MiContact Center Business and then down to MiContact Center Business 8.1.1.0 and HotFixes.
6. Download the **MiCC HotFix KB381257.exe** HotFix to the MiContact Center server.
7. Double-click the **MiCC HotFix KB381257.exe** and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

NOTE: Installing this hotfix will restart the Mitel services. In order to avoid service interruption we recommend applying this update after hours or during a scheduled maintenance window.

APPLIES TO

8.1.1.0

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<http://micc.mitel.com/kb/KnowledgebaseArticle52517.aspx>

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