

HotFix KB412420 - When filtering account code results in Web-Ignite only the first 15 results are visible (no Search More button)

PROBLEM

When searching the list of account codes in Web-Ignite, only the first 15 results will populate and no Search More button is available to see the rest.

RESOLUTION

This HotFix is to be installed onto MiContact Center Business version 8.1.3.0.

1. Ensure that KB410407 is installed.
2. Go to <https://www.mitel.com/>
3. Click the Log in button.
4. Click the Sign in button under Connect.
5. On the left, select the Software Download Center.
6. Expand the tree to MiContact Center Business and then down to MiContact Center Business 8.1.3.0 and HotFixes.
7. Download the MiCC HotFix KB412420.exe HotFix to the MiContact Center server.
8. Double-click the MiCC HotFix KB412420.exe and follow the on-screen prompts.
9. Wait for the repackager and auto-updates to complete.

NOTE: Applying this HotFix will restart the MiContact Center services. To avoid service interruption we recommend applying this update after hours or during a scheduled maintenance window.

APPLIES TO

8.1.3.0

Keywords: 412420 KB412420 web-ignite account code search filter search more

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<http://micc.mitel.com/kb/KnowledgebaseArticle52558.aspx>

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