

## HotFix KB377622 - YourSite Explorer not displaying Queue configuration tab for Business Reporter licensed sites and/or Voice reports missing from CCMWeb > Reports list

### PROBLEM

With a Business Reporter license (no ACD licensing), YourSite Explorer hides the Queue configuration menu. This is used for Ring Group configuration, and should be available.

In some cases, the Queue configuration menu is available in YourSite Explorer, but Voice reports are missing from the CCMWeb > Reports list.

### 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 KB377622.exe HotFix to the MiContact Center server.
7. Double-click the MiCC HotFix KB377622.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 the update after hours or during a scheduled maintenance window.

### APPLIES TO

8.1.1.0

**Keywords:** 377622 KB377622 business reporter queue yoursite explorer yse voice extension

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<http://micc.mitel.com/kb/KnowledgebaseArticle52515.aspx>

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