

## HotFix KB470707 - Desktop Ignite can no longer open attachments

### PROBLEM

Desktop Ignite is no longer able to open attachments after installing Windows 10 update 1809 and associated compatibility fix in MiContact Center Business

### RESOLUTION

This Hotfix is to be installed onto **MiContact Center Business version 8.1.4.1**.

1. Ensure that KB466672 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 8.1.4.1** and **HotFixes**.
7. Download the **MiCC HotFix KB470707.exe** HotFix to the MiContact Center server.
8. Double-click the **MiCC HotFix KB470707.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 update after hours or during a scheduled maintenance window.

### APPLIES TO

MiCC 8.1.4.1, Windows 10 update 1809

**Keywords:** Hotfix 470707 KB470707 1809 desktop ignite attachments

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<http://micc.mitel.com/kb/KnowledgebaseArticle52615.aspx>

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