

## HotFix KB388947 - After applying HotFix KB383468, MCC Chat account codes no longer being reported

### PROBLEM

After applying HotFix KB383468, MCC Chat account codes are no longer reporting.

### RESOLUTION

This HotFix is to be installed onto **MiContact Center Business version 8.1.0.0**.

1. Ensure that KB383468 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 8.1.0.0 and HotFixes.
7. Download the **MiCC HotFix KB388947.exe** HotFix to the MiContact Center server.
8. Double-click the **MiCC HotFix KB388947.exe** and follow the on-screen prompts.
9. 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

MiCC 8.1.0.0 KB383468

**Keywords:** hotfix kb388947 388947 chat mcc account code codes

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<http://micc.mitel.com/kb/KnowledgebaseArticle52531.aspx>

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