

KB40990: Unable to access IQ DNIS reports with Business Edition license

PROBLEM

Business Edition customers are unable to access IQ DNIS reports.

SYMPTOMS

Using a Business Edition license, with DNIS and IQ configured, users are unable to navigate to the IQ=>DNIS reports. Instead of the DNIS reports page, the user is redirected to the "Access Denied" page.

CAUSE

The IQ DNIS reports were not added to the list of available reports for Business Edition customers, so the access denied warning was triggered.

WORKAROUND

None.

RESOLUTION

This hotfix, along with all other CCM version 5.7 sp1 hotfixes created before January 2010, have been rolled up into one single hotfix.

The 5.7 sp1 Rollup of Hotfixes is available at the following link: [KB41351](#)

The original hotfix for this specific issue is no longer available and you must install the rollup.

APPLIES TO

CCM version 5.7 SP1

Keywords: 40990

Last Modified By: kmiddlemiss, Sunday, January 16, 2011
<http://micc.mitel.com/kb/KnowledgebaseArticle51047.aspx>

Tuesday, January 31, 2023