

HotFix KB383468 - Intermittently agents received a blank chat screen in Ignite

PROBLEM

Intermittently agents receive a blank chat screen in Ignite.

RESOLUTION

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

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 8.1.0.0 and HotFixes.
6. Download the **MiCC HotFix KB383468.exe** HotFix to the MiContact Center server.
7. Double-click the **MiCC HotFix KB383468.exe** and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

NOTE: Installing this hotfix will restart the MiContact Center 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

Keywords: 383468 KB383468 intermittent intermittently ignite chat blank

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<http://micc.mitel.com/kb/KnowledgebaseArticle52521.aspx>

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