

## HotFix KB455533 - Enterprise Reports show zero when applying any call type filtering.

### PROBLEM

Multiple reports show zero when applying any call type filtering.

### RESOLUTION

This HotFix is to be installed onto **MiContact Center Business version 8.1.4.0**.

1. Ensure that KB441591 is installed.
2. Ensure that KB442126 is installed.
3. Ensure that KB445970 is installed.
4. Go to <https://www.mitel.com/>
5. Click the Login button.
6. Click the Sign in button under MiAccess.
7. On the left, select the Software Download Center.
8. Expand the tree to MiContact Center Business and then down to MiContact Center Business 8.1.4.0 and HotFixes.
9. Download the **MiCC HotFix KB455533.exe** HotFix to the MiContact Center server.
10. Double-click the **MiCC HotFix KB455533.exe** and follow the on-screen prompts.
11. 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 patch after hours or during a scheduled maintenance window.

### APPLIES TO

MiCC 8.1.4.0

**Keywords:** HotFix 455533 KB455533 report filtering

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<http://micc.mitel.com/kb/KnowledgebaseArticle52596.aspx>

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