

## HotFix KB442126 - Unable to access Security Role configuration when SSL is enabled.

### PROBLEM

This HotFix addresses an issue where users were unable to access the Security Role configuration screens in YourSite Explorer when SSL was enabled, as well as security roles blocking access to Web-Ignite in error.

### RESOLUTION

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

1. Ensure that KB441591 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 8.1.4.0 and HotFixes.
7. Download the **MiCC HotFix KB442126.exe** HotFix to the MiContact Center server.
8. Double-click the **MiCC HotFix KB442126.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 patch after hours or during a scheduled maintenance window.

### APPLIES TO

MiCC 8.1.4.0

**Keywords:** 442126 KB442126 SSL security role roles yse yoursite explorer

Last Modified By: montpetit.a, Wednesday, May 23, 2018  
<http://micc.mitel.com/kb/KnowledgebaseArticle52587.aspx>

Thursday, June 30, 2022