

HotFix KB319366 - Chat history/transcripts missing some lines of conversation

PROBLEM

When reviewing chats in Ignite's History section, users found that some chats appeared to be missing lines from the conversation.

CAUSE

In some cases there was an error when closing the chat room, resulting in the room being closed by an audit. By this time there was a risk of some chat messages being lost.

RESOLUTION

This hotfix is to be applied onto **MiCC Version 7.1.3.1**.

1. Download the attached **KB319366.EXE** file to the MiCC server.
2. Double-click the **KB319366.EXE** file and follow the on-screen prompts.

NOTE: Installing this update will restart the prairieFyre services. In order to void service interruption we recommend applying the hotfix after hours or during a scheduled maintenance window.

APPLIES TO

MiCC 7.1.3.1

Keywords: chat history transcript transcripts incomplete missing lines messages

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<http://micc.mitel.com/kb/KnowledgebaseArticle52387.aspx>

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