HotFix KB401762 - Incorrect call details appearing in Ignite (intermittent)

PROBLEM
This HotFix addresses multiple issues:

- The Call Details pane intermittently in Ignite showing incorrect call details (two different root causes addressed)
- Ignite failing to load call details intermittently, and becoming stuck at 'Loading...'
- Ignite showing stale calls in the Inbox
- Enterprise Server service log being flooded with warnings about a stale call

RESOLUTION
This HotFix is to be installed onto **MiContact Center Business version 8.1.2.0**.
1. Ensure that KB392414 is installed.
2. Ensure that KB393574 is installed.
3. Ensure that KB393576 is installed.
4. Go to https://www.mitel.com/
5. Click the Log in button.
6. Click the Sign in button under Connect.
7. On the left, select the Software Download Center.
8. Expand the tree to MiContact Center Business and then down to MiContact Center Business 8.1.2.0 and HotFixes.
9. Download the **MiCC HotFix KB401762.exe** HotFix to the MiContact Center server.
10. Double-click the **MiCC HotFix KB401762.exe** and follow the on-screen prompts.
11. Wait for the repackager and auto-updates to complete.

NOTE: Installing this HotFix will restart the Mitel services. To avoid service interruption we recommend applying this patch outside business hours or during a scheduled maintenance window.

APPLIES TO

Keywords:

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http://micc.mitel.com/kb/KnowledgebaseArticle52548.aspx

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