

## HotFix KB494224 - Teleopti RTA Not Populating Reason Codes With Agents Using the MiCollab SIP Softphones

### PROBLEM

Teleopti RTA Not Populating Reason Codes With Agents Using the MiCollab SIP Softphones

### RESOLUTION

This Hotfix is to be installed onto **MiContact Center Business version 9.1.3.0**.

1. Go to <https://www.mitel.com/>
2. Click the **Login** button.
3. Click the **Sign in** button under **MiAccess**.
4. On the left, select the **Software Download Center**.
5. Expand the tree to **MiContact Center Business** and then down to **MiContact Center Business 9.1.3.0** and **HotFixes**.
6. Download the **KB494224** HotFix to the MiContact Center server.
7. Double-click the **KB494224** 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. To avoid service interruption please install this patch after hours or during a scheduled maintenance window.

### APPLIES TO

MiCCB 9.1.3.0

**Keywords:** hotfix 494224 KB494224 teleopti reason codes micollab sip softphone

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