

HotFix KB482488 - Contact Center Client Error - Profile Load Error

PROBLEM

A Contact Center Client profile which employs a sound option in alarms will no longer load after upgrading from an earlier version to 9.1.1.0.

RESOLUTION

This Hotfix is to be installed onto **MiContact Center Business version 9.1.1.0**.

1. Ensure that KB479209 is installed.
2. Ensure that KB479702 is installed.
3. Go to <https://www.mitel.com/>
4. Click the **Login** button.
5. Click the **Sign in** button under **MiAccess**.
6. On the left, select the **Software Download Center**.
7. Expand the tree to **MiContact Center Business** and then down to **MiContact Center Business 9.1.1.0** and **HotFixes**.
8. Download the **KB482488** HotFix to the MiContact Center server.
9. Double-click the **KB482488** and follow the on-screen prompts.
10. 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

MiCC 9.1.1.0.

Keywords: Hotfix 482488 KB482488 ccc contact center client profile error alarm

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<http://micc.mitel.com/kb/KnowledgebaseArticle52640.aspx>

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