

HotFix KB412423 - Some calls double-pegging in Queue Spectrum reports

PROBLEM

Some calls were being counted twice towards the totals in Queue Spectrum reports.

RESOLUTION

This HotFix is to be applied onto **MiContact Center Business version 8.1.3.0**.

1. Ensure that KB410407 is installed.
2. Ensure that KB410718 is installed.
3. Ensure that KB411802 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 8.1.3.0 and HotFixes.
9. Download the MiCC HotFix KB412423.exe HotFix to the MiContact Center server.
10. Double-click the MiCC HotFix KB412423.exe and follow the on-screen prompts.
11. 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 8.1.3.0

Keywords: 412423 KB412423 queue spectrum

Last Modified By: montpetit.a, Monday, May 14, 2018
<http://micc.mitel.com/kb/KnowledgebaseArticle52559.aspx>

Thursday, August 18, 2022