

8.X - Upgrading from 6.0.3.0, Remote IVR server may not update correctly

PROBLEM

After upgrading from MiCC 6.0.3.0 to 8.X.X.X, your Remote IVR is not functioning correctly.

RESOLUTION

1. On the remote IVR server go to the CCMWeb site ([http://\[MiCC SERVER IP\]/ccmweb](http://[MiCC SERVER IP]/ccmweb))
2. Go to **Help > Software Downloads/Installations**.
3. Download the **Remote Server Pack**.
4. Run the Remote Server Pack on the remote IVR and select the **Repair** option.

APPLIES TO

MiCC 8.X and newer

Keywords: upgrade remote ivr

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