

HotFix KB424057 - Unable to log out of CCMWeb and log in as another user if configured for AD Authentication

PROBLEM

When using Active Directory authentication users would be logged into CCMWeb automatically. Any attempt to log out of CCMWeb in order to change logins would simply log them back in as the same (current Windows) user.

RESOLUTION

This HotFix is to be installed onto **MiContact Center Business version 8.1.2.0**.

1. Go to <https://www.mitel.com/>
2. Click the Log in button.
3. Click the Sign in button under Connect.
4. On the left, select the Software Download Center.
5. Expand the tree to MiContact Center Business and then down to MiContact Center Business 8.1.2.0 and HotFixes.
6. Download the **MiCC HotFix KB424057.exe** HotFix to the MiContact Center server.
7. Double-click the **MiCC HotFix KB424057.exe** and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

NOTE: Installing this HotFix will restart the MiCC services. To avoid service interruption we recommend applying this update after hours or during a scheduled maintenance window.

APPLIES TO

MiCC 8.1.2.0

Keywords: 424057 KB424057 CCMWeb AD auth Active Directory authentication login logout

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<http://micc.mitel.com/kb/KnowledgebaseArticle52568.aspx>

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