

HotFix KB393054 - Ignite taking 30 to 40 seconds to load an email message

PROBLEM

When selecting an email in ignite, it is taking 30 to 40 seconds for that email to load.

This HotFix also addresses an issue where Junking on email resulted in Junked an additional message.

RESOLUTION

This HotFix is to be applied onto **MiContact Center Business version 8.1.1.0**.

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 8.1.1.0 and HotFixes.
6. Download the **MiCC HotFix KB393054.exe** HotFix to the MiContact Center server.
7. Double-click the **MiCC HotFix KB393054.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 8.1.1.0

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<http://micc.mitel.com/kb/KnowledgebaseArticle52540.aspx>

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