VERINT

This document describes how to install the software update.
Note: Use top left **arrow icons (next and previous page/s)**, to browse installation notes and fix descriptions of previous KBs

Cumulative KB (Hotfix) for (Internal Name): Framework Integration Server

Last Update	Mar 15, 2019
Component Name	Framework Integration Server
MSI Version (Build):	15.1.0.37611
Applicable Version(s):	15.1 FP0
Dependencies	WFO Package - Install complete package
Affected Server Role(s)	Framework Database Framework Integration Service Contact Database Data Analytics Processing Engine Forecasting and Scheduling Service Framework Data Warehouse Interaction Analytics Services Interaction Flow Manager QM Database Speech Application Service Speech Products Database
Affected Platform(s)	Consolidated Data Center Database Framework Database & Reporting Framework Database Data Warehouse Recording & QM Database Contact & QM Database Speech Analytics Data Analytics Framework Integration Service Forecasting and Scheduling Speech Database
Downtime	Applications Only
Description	QC221709 - RFA#9001106 After install 15.1FP0_0418 Scorecards, Speech and DPA adapters failure to run due to java exception

KB Specific Notes
this FIS KB is to be installed on top of 15.1.0_0418 only

Site Preparation

Installation and Configuration
To install the software update:

1. Login with management service account and copy KB123901.msi file into a local folder, e.g C:\KB123901.msi

2. Stop Watchdog and stop Integration Server.

3. Open a DOS Command window with Admin rights and navigate to the local folder, where you have placed the MSI.

4. Run patch MSI with logging options, for example

C:\ >msiexec /i KB123901.msi /l*v patchlog.txt

Patchlog.txt contains installation logs.

5. Wait until MSI is done, then click "Finish" button

6. start Watchdog, wait for Integration Server to start up

Rollback

Uninstalling this software update requires downtime of the following subsystems: Integration Service.

As a result, Real Time adherence data may be affected for approximately 10 minutes.

1 From **Add/Remove Programs**, uninstall the **I360 Integration Server Hotfix KB123901**

Additional Information
N/A

VERINT.

Previous Cumulative Software Updates:

KB Number	Released in HFR	KB Description
KB123898		This KB includes the following fixes: _____ **QC#218066:** Cisco ICM adapter does not handle code returned when one of the PIMS is down _____ **QC#218214:** Amazon Connect adapters do not use the FasterXML Jackson libraries of v2.9.7 to ensure they are not vulnerable to security flaw CVE-2017-15095 _____ **QC#219516:** Alcatel CSI adapter incorrectly delimits slashes between the pilot number and the team number columns used to populate the groupid
KB123784	HFR 5	included in WFO15.1FP0_0416
KB123582		This KB includes the following fixes: _____ **QC#207360:** Integration packages do not display correctly. _____ **QC#210549:** Activity paid status is incorrect when imported through the schedule import adapter. _____ **QC#212714:** When using an .XML import file to update an agent's skills through the ASI adapter, all the agent's current skills are end dated.
KB123478		This KB install on top on 15.1FP0 0412 for fixing: QC208860 - ESR# 4948848 - The Load Interactions button is not working as expected. irrespective of the timezone we are viewing the adherence page, we do not see any interaction data after 7 PM. These two KBs are required to have the fix for QC KB123237-15.1.0.37543 KB123478-15.1.0.37543 Dependencies For fixing issue happen on Adherence page: QC214880 - Issue is with Adherence, click Load Interactions getting error 'Unexpected Applet Action ErrorDetails:-null. Customer need to installed these 2 KBs KB122375-15.1.0.75 KB122376-15.1.0.75
KB123356		This KB includes the following fixes: _____ **QC#191614:** [V15.1 FP1]: Need to update orgsync.xsd update to XML schema for v15 Agent Sync now show as XML schema for v11 Agent Sync. _____ **QC#210254:** Avaya STCI for CMS adapter stops working after 1 or 2 days without warnings, errors or exceptions. _____ **QC#210411:** Avaya – CSI for OA and Avaya –ASCM for OA adapter fails. _____ **QC#210546:** Agents are not being processed via the RSM 5.0 STCI adapter. AACC shows agents

		logged in when WFM does not.
		_____
		QC#210549:
		ESR# 4907650 - WFM – 27986 – Activity paid status incorrect when imported through schedule import adapter
		_____
		QC#210676:
		AAWFO-1039 [WFO 15.1 - WFM 15.1 - Oceanalytics] Oceanalytics kafka open interface subscription password is visible in WFM adapter log file
		_____
		QC#210808:
		Avaya STCI for Predictive Dialer adapter fails.
		_____
		QC#210812:
		Agents are not being processed via RSM 5.0 STCI adapter. AACC shows agents logged in when WFM does not.
		_____
		QC#211287:
		AIE adapter not export skill assignment set key SKIP_SKILL_ASSIGNMENT_EXPORT to true
		_____
		QC#211508: Map a specified user defined field by name to the TemplateXId field for TimeTrade format employee exports
		_____
		QC#211509: When an calendar event is created in no-campaign mode, infer the associated SP based on the employee's primary organisation
		_____
		QC#211578:
		Unable to delete or remove multiple roles for employee.
		_____
		QC#212713: 15.1_REL_main/PL2-Foundation-IS/ Generic - Import Form Tree Structure adpter missing
KB123297		this KB has new integration adapter for Amazon/Twilio release
KB123254		This KB includes the following fixes:
		_____
		QC#202304:
		The Agent Schedule Export incorrectly exports overlapping events.
		_____
		QC#207539:
		Avaya - STCI for Oceanalytics adapter link drops intermittently.
		_____
		QC#208787:
		Security threat possible with the Verint Framework integration server.
		_____
		QC#209289:
		ScopeID for Employee Role does not appear in employee export files.
		_____
		QC#209554:
		Internal Defect
		_____
		QC#210553:
		Unable to set up custom fields containing UNDERDEFINED fields.
KB123220		This KB includes the following fixes:
		_____ QC#208787:
		ESR# 4983660 - Jackson-Databind Deserialization of Untrusted Data Vulnerability

		(CVE-2017-15095) on Verint Framework integration server.
KB123196		This KB includes the following fixes: _____ **QC#202252:** Logs are not created or updated for any adapter. _____ **QC#205586:** The Avaya - STCI for Oceanalytics adapter displays ACD Down invalid Oceanalytics Server name. _____ **QC#207328:** The AIE adapter fails to create export file, and does not display error in UI or display alarm. _____ **QC#208787:** ESR# 4983660 - Security team at Wells Fargo Bank identified the Jackson-Databind Deserialization of Untrusted Data Vulnerability (CVE-2017-15095) on Verint Framework integration server.
KB123109		This KB includes the following fixes: _____ **QC#196796:** PortForward ->ESR# 4636930 - WFM – 23944 – SAP ASCM Multimedia adapter not working- ESR#4636930 _____ **QC#196881:** PortForward ->ESR# 4763832 - Raising ESR for the issue: TRE adaptor output file doesn't show hte values or header for User defained fileds instaed the header shows NULL for the respective columns in the result.- ESR#4763832 _____ **QC#202304:** The Agent Schedule Export incorrectly exports overlapping events. _____ **QC#202656:** ESR# 4903582 - Avaya CSI for CMS Report adapter getting failed while either of application services stopped.- ESR#4903582 _____ **QC#202973:** QC202973 ESR# 4923544 Schedule Import adapter not show message warning sync Unavailability event overlap shift. _____ **QC#203166:** [V15.1 FP0 326]: Guide WFO_V15.1_Workforce_Management_Generic_Interfaces_and_Adapters_Guide.pdf need to be update with new requirement _____ **QC#203185:** ESR# 4880420 - Log information for morning duration are missing from the log files- ESR#4880420 _____ **QC#203599:** Not able to remove usernames when using the ASI adapter. _____ **QC#205786:** Avaya ASCM adapter losing converter on restart. _____ **QC#205936:** PSR-18888: Export Schedules for TimeTrade (Sage Software) - FIS changes
KB122953	HFR 4	This KB includes the following fixes: _____ **QC#192057:** Unable to Save to integration server.

_____

QC#195976:

Skill proficiency in common rounded to incorrect value.

_____

QC#198556:

The CSI adapter for Cisco HDS 8 is not properly capturing data for Precision Queues.

_____

QC#199663:

FIS file tampering alarms

_____

QC#199778:
[V15.1 FP0]:Remove string for adapter Generic - ASI- Agent Sync Interface

_____

QC#200224:

Re-import issues occur with the AACC CSI adapter when using the data source time zone.

_____

QC#201429:

BPX-Server.xml is reverted to previous version during migration when the file contains Deprecated Adapters.

_____

QC#201543:

ASI files are not moved to the Archive folder.

_____

QC#201903:

Pulse inconsistencies occur when displaying negative VH values with the Generic CSI adapter.

_____

QC#202724:

When using the SAP CSI for BCM adapter, skill-based e-mail queries return incorrect results.

_____

QC#202732:

The ASI adapter reports nullpointer exceptions when loading an employee without a profile.

_____

QC#202973:

Using the Generis Schedule Import adapter causes exceptions.

_____

QC#204019:
Add additional log for dianosing ACD alert errors

_____

QC#204848:

QC204848 - Upgrade from 151 FP0 324 to 328 Avaya - ASCM for Aura Contact CenterNES Contact Center still able to connect with ODBC and JRE8

_____

QC#205457:
Cisco - CSI for ICM HDS V8 failing after enabling JRE8 in 328

| KB122850 | | This KB includes the following fixes: |

_____

QC#200614:

The Generic STCI adapter does not support the DB supported 128 character maximum for the AgentID.

_____

QC#202377:

		A Jre6 directory path that contains spaces causes adapters to fail.
		_____
		QC#202732: ASI adapter throws nullpointer exception when loading employee with missing profile
		_____
		QC#203014:
		Add new Avaya - STCI for Oceanalytics adapter, For document refer to guide WFO_V15.1_Workforce_Management_Avaya_Interfaces_Guide.pdf
		_____
		QC#203107:
		CTI adapters should be able to run on JRE8, but cannot in some cases.
KB122785		This KB includes the following fixes:
		_____
		QC#198961:
		ESR# 4875440 - Phone logoff is ignored.
		_____
		QC#201315:
		Will provide later
		_____
		QC#201316: Support for activity scope in Generic AIE adapter
		_____
		QC#201318:
		SkillAssignment start date and end date are missing from the exported Employee/SkillAssignment segment.
		_____
		QC#202147:
		No support for importing and exporting employee with Activity Scope in ASI and AIE.
KB122718		This KB includes the following fixes:
		_____
		QC#200893:
		Release note not need since this an internal QC
KB122603		This KB includes the following fixes:
		_____
		QC#191848:
		ESR# 4795324 - Cisco CSI adapter does not save configuration changes.
		_____
		QC#197273:
		ESR# 4846024 - ASI adapter does not use distinct name when processing multiple files for corresponding report.
		_____
		QC#197685:
		ESR# 4846008 - The ASI adapter does not show failure when the job field for an employee contains an invalid value.
		_____
		QC#198310:
		Intraday Calc engine fails due to remote data source look up error.
		_____
		QC#199165:
		Quality Calculator adapter unable to sync QM data to Scorecards.
		_____
		QC#199422:
		Generic ACSM adapter fails to import intraday value.

		_____
		QC#199423:
		Fns and Adherence Intraday adapter failed due to remote data source look up error
		_____
		QC#199424:
		Intraday Calc engine fails.
KB122573		This KB includes the following fixes:
		_____
		QC#199036:
		[15.1.0] Missing the Quality Calculator adapter
KB122523		This KB includes the following fixes:
		_____
		QC#196216:
		CSI adapter for Cisco HDS not enabled with Precision Queue Option.
		_____
		QC#196874:
		Canned VCT Adapter Employee ID report provides totals for work queues that users do not have rights to see or use.
		_____
		QC#196964:
		Close because of dupplicate to QC193674
		_____
		QC#197348:
		Cisco ASCM IPCC Express Scorecard Adapter does not return end of day scorecard metrics that reflect skill changes that occurred before the day ended.
		_____
		QC#197607:
		Cisco STCI for IPCC express adapter displays Syntax error message.
		_____
		QC#198646:
		WFM - Recalculate Statistic Adapter is failing on Humana-1510-a1 server
KB122373		This KB includes the following fixes:
		_____
		QC#191848:
		Cisco CSI adapter not saving configurational changes- ESR#4795324
		_____
		QC#191887:
		When running workflow for the Generic - GM - General Manager adapter and a process times out, the timed out process continues to run in the background and prevents running the next process.
		_____
		QC#193404:
		FIS KB fails to install.
		_____
		QC#193572:
		SQL Encryption - integration server adapters failing to connect to DB.
		_____
		QC#193928:
		Report Dump fails for a large database in an SSL setup.
		_____
		QC#194164:

		ESR#4810100 - Framework Integration Server KB failed with error 1603 _____ **QC#194185:** UMT issues duplicate user names. _____ **QC#194566:** QM Adapter failure _____ **QC#197138:** [15.1.0_0210] Report Dump is failing in a Large Database in an SSL setup
KB122338	HFR 3	This KB includes the following fixes: see **WFO15.1FP0_0314** Package _____ QC#193404: FIS KB fails to install. _____ QC#193572: SQL Encryption - integration server adapters failing to connect to DB. _____ QC#194164: ESR#4810100 - Framework Integration Server KB failed with error 1603 _____ QC#194566: QM Adapter failure
KB122316		This KB includes the following fixes: _____ **QC#185603:** ESR# 4762684 - Unable to delete schedule through Schedule Import adapter _____ **QC#191451:** ESR# 4787000 - ASI Log displays records for actions not in the import file _____ **QC#195364:** SQL Encryption - integration server adapters failing to connect to DB
KB122298		This KB includes the following fixes: _____ **QC#185603:** ESR# 4762684 - Unable to delete schedule through Schedule Import adapter _____ **QC#191451:** ESR# 4787000 - ASI Log displays records for actions not in the import file _____ **QC#193572:** SQL Encryption - integration server adapters failing to connect to DB. _____ **QC#193928:** Report Dump is failing in a Large Database in an SSL setup
KB121750		This KB includes the following fixes: _____ **QC#206198:** ESR# 4856512 - Overlapping time intervals in Agent Schedule Export-ESR#4856512
KB121730		This KB includes the following fixes: _____ **QC#185566:** ESR# 4764110 - Adapter failure alarms are not showing up in alarms dashboard and notifications related alarms are not showing up. - ESR#4764110
KB121683		This KB includes the following fixes:

		_____ QC#193404: ESR# 4810100 - FIS KB Installation failes with error 1603 - ?MsiEXCHANGE_SERVER_COMMANDLINE_CURRREG. Return value 3- ESR#4810100 _____ QC#194164: 15.1 HFR3: Framework Integration Server HotFix KB121639 -- Installation failed
KB121639		**WFO15.1FP0_0202 & WFO15.1FP0_130**
KB121571	HFR 2	WFO15.1FP0_120
KB121081	15.1 FP0	ready for test