

Knowledge Base Number: KB160410

Workforce Optimization Update

Document Created via SQL Services Reporting Tool using template: 412
 Report Execution time [GMT+2 MM/DD/YYYY]: 4/4/2019 1:50:45 PM



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): Screen Capture Module

Last Update	Mar 25, 2019
Component Name	Screen Recorder Agent Module
MSI Version (Build):	15.2.4.402
Applicable Version(s):	11.1 SP0 11.1 SP1 11.2 SP0 15.1 FP0 15.2 FP0
Dependencies	None
Affected Server Role(s)	N/A
Affected Platform(s)	Desktop Screen Capture and AIM
Downtime	Recording
Description	<p>This KB includes the following fixes:</p> <hr/> <p>QC#221266 When using cloud-friendly screen recording, WCapW32 can establish secondary Web Socket connection to screen recorder which can destabilise the recorder.</p> <hr/> <p>QC#221646 Failure to log out of agent sessions can result in failure to record screen in future sessions for the same user.</p> <hr/> <p>QC#221700 WCapWListener restarts WCapW32 with 10 seconds delay</p> <hr/> <p>QC#221816 WCapW32 instability due to thread race condition can cause intermittent failure to record screen.</p>

DISCLAIMER: Only individuals trained to install the Verint Systems software (including customer's personnel, a Verint Systems technician, or authorized Verint Systems partner) should install this software (SW) update. Before installing this SW update, read the instructions included in the file (or any other additional documentation) and ensure that the system is fully backed up according to the instructions contained in the Enterprise Suite Maintenance Guide. It is recommended that the SW update is initially installed and tested in a lab environment. In the event this SW update is not installed according to the instructions, or the installation is not performed by a Verint authorized individual, Verint Systems may charge you additional fees to correct any errors made; this is in addition to any subscription support fees paid by you. Verint Systems will not be held liable for installations of the SW update if these instructions are not followed. For any questions, contact your local Verint Systems' Support Center or authorized Verint Systems partner.
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KB Specific Notes

Site Preparation

The **Agent.wss** is required if you want to enable encryption.

The desktop may be required to be restarted, save all the current work and prepare to restart.

Screen Capture Module requires the 32bit version of Microsoft Visual C++ 2015 (or 2017) x86 to be installed.

To show correct Publisher property in Add/Remove Programs, Screen Capture Module requires that the *Desktop Resources* package be previously installed.

Installation and Configuration

Installing this software update causes downtime of the following components: **Desktop Screen Capture** and **AIM**

Manual Installation Procedure

To install this software update manually:

1. Download KB160410 and copy it to the target machine.
2. Start Command prompt with Administrator rights (**Run as Administrator**).
3. Navigate to location of the KB160410.msi.
4. In the Administrator Command Prompt window, type the following and click enter: **msiexec /i < KB160410 file name> /!v <KB160410file name>_install.log**
5. In case of installing the software on previous version, it automatically uninstalls the previous version and installs the new version with previous settings.
6. Follow the normal Desktop Applications Deployment Reference and Installation Guide.
7. If encryption is enabled, place the **Agent.wss** in the install folder in case of fresh install.
8. Restart the machine.

Verification

Verify installation from **Control Panel > Add Remove program**. You will find entry with Screen Capture Module.

Rollback

1. Desktop Screen Capture and AIM do not have rollback, you have to uninstall and reinstall a specific version of Desktop Screen Capture and AIM, and this requires a restart of machine.
Uninstalling this software update requires downtime of the following components: **Desktop Screen Capture** and **AIM**.

As a result, Screen recording of the particular desktop may be affected for approximately 15 to 30 minutes.

To uninstall the software update:

From **Add/Remove Programs**, uninstall the **Screen Capture Module**.

Previous Cumulative Software Updates:

KB Number	Released in HFR	KB Description
KB160201		<p>This KB includes the following fixes:</p> <hr/> <p>QC#220809: When connection to RIS is unstable or cannot be established, Screen Capture Service leaks handles.</p> <hr/> <p>QC#221034: Sometimes Screen Capture Service stops working and has very high CPU.</p>
KB160089		<p>This KB includes the following fixes:</p> <hr/> <p>QC#218979: Screen Capture client installation fails on a fresh desktop when deployed through SCCM.</p>
KB150431		<p>This KB includes the following fixes:</p> <hr/> <p>QC#218979: Screen Capture client installation fails on a fresh desktop when deployed through SCCM.</p>
KB150400		<p>This KB includes the following fixes:</p> <hr/> <p>QC#218236 When agent's computer has invalid regular expression in Selective Screen Application Recording (SSAR) configuration, screen recording fails.</p> <hr/> <p>QC#218498 Screen capture install folder has full permission for group 'Everyone' which can be accessed by anonymous users.</p>
KB150288		<p>This KB includes the following fixes:</p> <hr/> <p>QC#216534 System does not record screen from a desktop or monitor, WCapW32B log has 'Unable to copy image' traces.</p> <hr/> <p>QC#215913 With German Locale set, a fresh Install of Screen Capture Desktop MSI results in error message "Error 1720. There is a problem with this Windows installer package"</p> <hr/> <p>QC#216502 Following application of Windows 10 Update Build 1803 (April Release) screen recording would fail. Microsoft built a new service for Windows 10 with NTRegistry name CaptureService, which conflicts with existing Verint naming.</p> <hr/> <p>QC#216646 From Windows 8 and 10 monitors with specific resolution (width is not dividable by 4), system records black screen.</p>
KB150240		<p>This KB includes the following fixes:</p> <hr/> <p>QC#216384: With Selective Screen Filtering, cropping supported added for Windows Caption option.</p>
KB150184	HFR 3	HFR3 Screen Capture Module KB
KB140419		<p>This KB includes the following fixes:</p> <hr/> <p>QC#211807: Ensure AIM "Start Monitoring" menu item does not appear greyed.</p> <hr/> <p>QC#213864: When Selective Screen Application Recording configuration lists in the NT registry have commas, Selective Screen Application Recording may not correctly obtain all items in the list.</p> <hr/> <p>QC#214962: Upon upgrade, configured SSAR_XXS setting for selective screen recording is removed.</p>
KB140356		<p>This KB includes the following fixes:</p> <hr/> <p>QC#213418: On Windows 10, screen recording fails because Capture Service detects wrong active user (DWM-x or UMFD-x).</p>

KB140248		<p>This KB includes the following fixes:</p> <hr/> <p>QC#210501 On Windows 10 workstation with two video cards, Screen Capture records only from monitors which are wired to primary video card.</p> <hr/> <p>QC#211553 Screen Capture Module package does not show Publisher in Add/Remove Programs list view.</p>
KB140215		<p>This KB includes the following fixes:</p> <hr/> <p>QC#211040 The Screen Capture client install is failing on a system with VC++ 2017 redistributable package.</p>
KB140156		<p>This KB includes the following fixes:</p> <hr/> <p>QC#208848 From Windows 8 and 10, system incorrectly captures screens of Portrait oriented desktop.</p> <hr/> <p>QC#208859 When Windows Kernel memory is not enough to capture a full screen, WcapW32 can open an error pop-up message on agent workstation.</p> <hr/> <p>QC#210255 On Windows 8 and 10, screen capture can present failures with "Unable to map StageSurface" and "Unable to create StageTexture" traces.</p>
KB140107		<p>This KB includes the following fixes:</p> <hr/> <p>QC#208783: Screen Capture Agent release for HFR2</p>
KB130851		<p>This KB includes the following fixes:</p> <hr/> <p>QC#203631 Screen recording could freeze intermittently on Windows 7 desktop</p> <hr/> <p>QC#205690 A defensive fix is provided against unauthorised monitoring requests</p>
KB130638		<p>This KB includes the following fixes:</p> <hr/> <p>QC#200208: This fix solves the issue that Citrix removes the DXGI adapter for DDA. Screen Capture fails to work without the DXGI adapter.</p>
KB130496		<p>This KB includes the following fixes:</p> <hr/> <p>QC#198557: FilterLogonTypes setting does not function as stated</p> <hr/> <p>QC#199554: Support Selective Screen on 15.2</p> <hr/> <p>QC#199911: wcap32 reports "Couldn't get the screen image"</p> <hr/> <p>QC#200015: Selective Screen Performance Issues</p>
KB130343		<p>Base 15.2 KB (GA)</p>