

Technical Note

NICE Product Support for MS Windows 2003 Service Pack 2

Note Number	TN0719
Release Date	May 15, 2007
Product	MS Windows 2003 Service Pack 2 Support
Synopsis	This technical note provides information about NICE support for Microsoft Windows 2003, Service Pack 2.

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Overview

This document provides information regarding NICE products support for Microsoft Windows 2003, Service Pack (SP2).



IMPORTANT

- All NICE servers must be installed with Windows 2003 SP2.
- All clients must be installed with .Net 2.0 (side by side or pure), as Microsoft has a known issue in .Net 1.1 with Windows 2003 SP2.
- On computers that have .Net2.0, serialization HF (KB914460) must be installed.

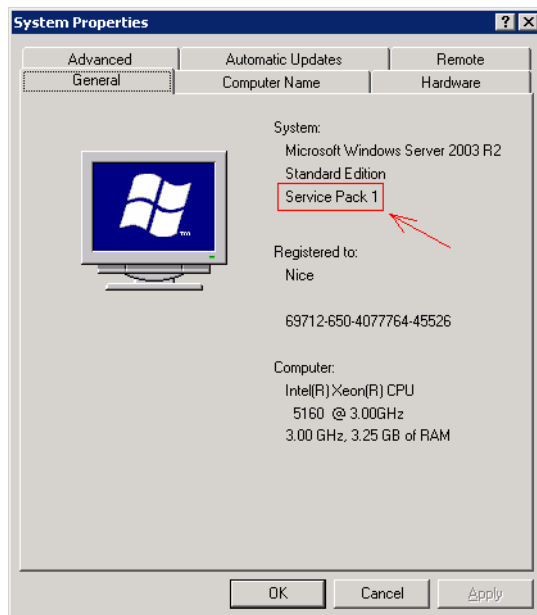
Server Side

No.	Release Version	Status
1.	8.90	OK
2.	NICE Perform RI	OK (See Appendix B: Limitations)
3.	NICE Perform RII	OK (See Appendix B: Limitations)
4.	NICE Perform 9.09	OK
5.	NICE Perform R3	OK (See Appendix B: Limitations)

Appendix A: Windows 2003 SP2 Installation Procedure

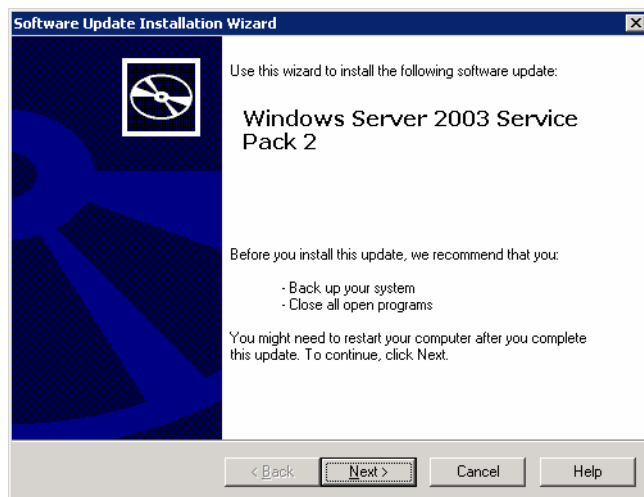


NOTE: Before installation, check via **My computer > Properties** that the server is installed with Windows 2003, SP1, and not with Windows 2003 SP2.

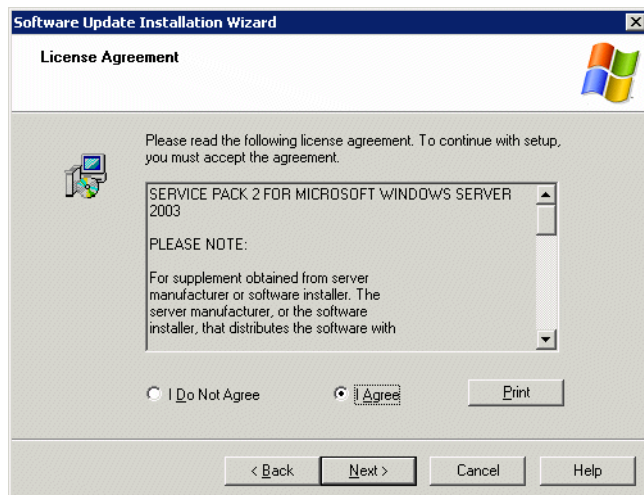


To install Windows 2003, SP2

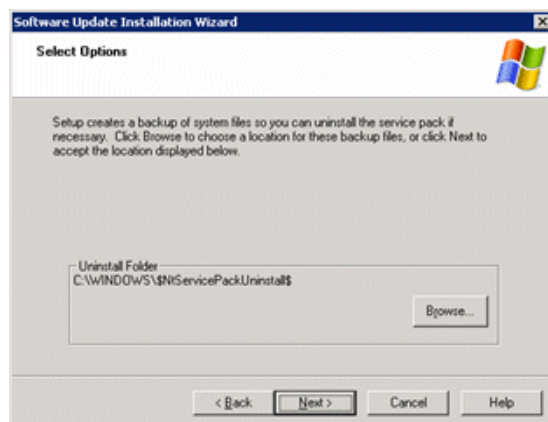
1. Run Windows 2003 SP2 .exe file.



2. Click **Next**.



3. Select **I agree** and click **Next**.



4. Click **Next**.



5. Click **Finish** to complete the installation.
The server reboots.

Appendix B: Limitations

- Recording On demand (ROD) Desktop will not work if a client has .Net1.1 side by side with .Net2.0, and if the servers are installed with Windows 2003, SP2.
- If ROD Desktop is needed and the clients have .Net1.1 side by side with .Net2.0, please contact NICE Customer Support.
- If the client has .Net2.0 pure, then the ROD desktop will function properly.
- For new ScreenSense server installations on top of NICE Perform Release II SP4 and NICE Perform Release 3 SP2, a new .msi installation file is available in the HF directory. The ScreenSense server must be installed from this file.