

Technical Note

Microsoft Security Bulletins



IMPORTANT

It is required to refer to the Microsoft site prior to installation of the update in order to obtain full details on the bulletin, its dependencies and relevancy for the specific server/workstation configuration on site.

For more details refer to: <https://www.microsoft.com/security/bulletins/default.aspx>

| | |
|-------------------------|--|
| Note Number | TN0898 - Revision A0 |
| Release Date | January 2010 |
| Revision History | A0: January 2010 |
| Product | Microsoft Security Bulletins |
| Synopsis | This technical note provides information regarding the Microsoft security bulletins certified by NICE. |



IMPORTANT

Prior to installing Security Updates that require machine restart, make sure to properly shut down also the Nice Services running on all of the relevant servers. After the update installation, verify that all NICE servers and Nice Services were successfully restarted.



NOTE:

All MS Security Bulletins certified by NICE Systems are tested on the following products: NICE Version 8.9, NICE Perform Release 3.1, NICE Perform 3.2, NICE Perform eXpress 1.0, NICE Perform eXpress 2.1.

If you encounter problems during installation of an update, contact NICE Customer Support for assistance.

| | | | |
|-----------------|---------------------|---------------------|---------------------------|
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| APAC Region | (T) +852.8338.9818 | (F) +852.2802.1800 | support.apac@nice.com |
| AMERICAS Region | (T) 1.800.NICE.611 | (F) +720.264.4012 | support.americas@nice.com |
| ISRAEL | (T) 09.775.3333 | (F) 09.775.3000 | support_helpdesk@nice.com |

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New Bulletins - Certified by NICE

The following Microsoft Security Bulletins were certified for NICE products including the range of supported Public Safety products and applications. Recent exclusions from this certification are Wordnet Series 3, the Freedom product range, Mirra Series 2 and Renaissance Solutions which have now passed the 'End of Software Development' dates in their respective Sunset Announcements. (See Marketing Notes MN1150, MN1151, MN1152, MN1148 and MN1180.)

| Security Bulletin | Release Date | Severity | Comments |
|-------------------|------------------|----------|---|
| MS10-001 | January 13, 2010 | Critical | Vulnerability in the Embedded OpenType Font Engine could allow remote code execution. |

New Bulletins - Not Certified by NICE

N/A

New Bulletins Not Approved by NICE

The following bulletins are *not* approved by NICE and should *not* be installed:

- MS07-040 KB928366
- MS07-040 KB933856

If you install these bulletins in error, and your agents' experience trouble when logging into NICE Perform applications, or if you are experiencing other problems with the system, see **Appendix A: Troubleshooting** on **page 18**.

Microsoft Security Bulletin Links - January 2010

Each link below is to the relevant page for each update on the Microsoft Download Center.

These pages provide information about each bulletin, its relevancy, dependencies, system requirements and download information.

| Security Bulletin | WinXP SP2, SP3 | Win2000 Pro SP4 | Win2000 Server SP4 | Win2003 SP2 and R2 SP2 | Win2003 x64 | Windows Vista SP1 | Windows Vista SP2 | Windows Server 2008 | Windows Server 2008 x64 | Windows 7 |
|-------------------|---|---|---|---|---|---|---|---|---|---|
| MS10-001 | Click here for link to update | Click here for link to update | Click here for link to update | Click here for link to update | Click here for link to update | Click here for link to update | Click here for link to update | Click here for link to update | Click here for link to update | Click here for link to update |

* **Windows Update Only** is available through the Microsoft website using the Windows Update service. The link to the Microsoft website is: <http://windowsupdate.microsoft.com/>

Previous Bulletins - Certified by NICE

This section lists all previously certified bulletins.

| Bulletin Number | Comment |
|-----------------|----------|
| Advisory | KB969898 |
| Advisory | KB960715 |
| Advisory | KB951306 |
| MS09-072 | |
| MS09-071 | |
| MS09-069 | |
| MS09-065 | |
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| MS09-058 | |
| MS09-057 | |
| MS09-056 | |
| MS09-055 | |
| MS09-054 | |
| MS09-053 | |
| MS09-048 | |
| MS09-047 | |
| MS09-046 | |
| MS09-044 | |
| MS09-041 | |
| MS09-038 | |
| MS09-036 | |

| Bulletin Number | Comment |
|------------------------|----------------|
| MS09-034 | |
| MS09-032 | |
| MS09-029 | |
| MS09-028 | |
| MS09-026 | |
| MS09-025 | |
| MS09-023 | |
| MS09-020 | |
| MS09-019 | |
| MS09-015 | |
| MS09-014 | |
| MS09-013 | |
| MS09-012 | |
| MS09-011 | |
| MS09-007 | |
| MS09-006 | |
| MS09-004 | |
| MS09-002 | |
| MS09-001 | |
| MS08-078 | |
| MS08-076 | |
| MS08-075 | |
| MS08-073 | |
| MS08-071 | |
| MS08-069 | |
| MS08-068 | |
| MS08-067 | |
| MS08-066 | |

| Bulletin Number | Comment |
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| MS08-065 | |
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| MS08-052 | |
| MS08-049 | |
| MS08-047 | |
| MS08-046 | |
| MS08-045 | |
| MS08-040 | |
| MS08-038 | |
| MS08-037 | |
| MS08-036 | |
| MS08-033 | |
| MS08-032 | |
| MS08-031 | |
| MS08-030 | |
| MS08-028 | |
| MS08-025 | |
| MS08-024 | |
| MS08-023 | |
| MS08-022 | |
| MS08-021 | |
| MS08-020 | |

| Bulletin Number | Comment |
|------------------------|----------------|
| MS08-010 | |
| MS08-008 | |
| MS08-007 | |
| MS08-006 | |
| MS08-005 | |
| MS08-002 | |
| MS08-001 | |
| MS07-069 | |
| MS07-068 | |
| MS07-067 | |
| MS07-065 | |
| MS07-064 | |
| MS07-061 | |
| MS07-058 | |
| MS07-057 | |
| MS07-055 | |
| MS07-051 | |
| MS07-050 | |
| MS07-047 | |
| MS07-046 | |
| MS07-045 | |
| MS07-043 | |
| MS07-042 | |
| MS07-040 | |
| MS07-039 | |
| MS07-035 | |
| MS07-034 | |
| MS07-033 | |

| Bulletin Number | Comment |
|------------------------|----------------|
| MS07-031 | |
| MS07-027 | |
| MS07-022 | |
| MS07-021 | |
| MS07-020 | |
| MS07-019 | |
| MS07-017 | |
| MS07-016 | |
| MS07-013 | |
| MS07-012 | |
| MS07-011 | |
| MS07-009 | |
| MS07-008 | |
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| MS07-006 | |
| MS07-005 | |
| MS07-004 | |
| MS06-078 | |
| MS06-077 | |
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| MS06-065 | |
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| MS06-032 | |
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| MS06-030 | |
| MS06-025 | |
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| Bulletin Number | Comment |
|------------------------|----------------|
| MS06-021 | |
| MS06-018 | |
| MS06-015 | |
| MS06-014 | |
| MS06-013 | |
| MS06-011 | |
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| MS06-001 | |
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| MS05-045 | |
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| MS05-043 | |
| MS05-042 | |

| Bulletin Number | Comment |
|------------------------|----------------|
| MS05-041 | |
| MS05-040 | |
| MS05-039 | |
| MS05-038 | |
| MS05-037 | |
| MS05-036 | |
| MS05-033 | |
| MS05-032 | |
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| MS05-008 | |

| Bulletin Number | Comment |
|------------------------|----------------|
| MS05-007 | |
| MS05-004 | |
| MS05-003 | |
| MS05-002 | |
| MS05-001 | |
| MS04-045 | |
| MS04-044 | |
| MS04-043 | |
| MS04-042 | |
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| MS04-038 | |
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| MS04-023 | |
| MS04-022 | |
| MS04-020 | |
| MS04-019 | |
| MS04-018 | |

| Bulletin Number | Comment |
|------------------------|----------------|
| MS04-016 | |
| MS04-015 | |
| MS04-014 | |
| MS04-013 | |
| MS04-012 | |
| MS04-011 | |
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| MS04-007 | |
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| MS03-040 | |
| MS03-039 | |
| MS03-034 | |
| MS03-032 | |
| MS03-030 | |
| MS03-026 | |
| MS03-024 | |
| MS03-023 | |
| MS03-021 | |
| MS03-020 | |

| Bulletin Number | Comment |
|----------------------------|----------------|
| FB867460 | |

Previous Bulletins - Not Certified by NICE

This section provides lists of all previous bulletins *not* certified by NICE.

| Bulletin Number | Comment |
|-----------------|---------|
| MS09-074 | |
| MS09-073 | |
| MS09-070 | |

Appendix A: Troubleshooting

If you install **MS07-040 KB928366**, **MS07-040 KB928365** or **MS07-040 KB933854** and your agents experience trouble when logging into NICE Perform applications, or if you are experiencing other problems with the system, proceed as follows.

- For the following NICE Perform versions, install Microsoft .NET Framework 2.0 and Serialization HF KB916002.
 - Release I, SP7 and above
 - Release II, SP3 and above
 - Release 3

-or-

- For the above versions and for all other versions of NICE Perform, do the following on the workstation and on the servers:
 - a. Uninstall the Knowledge Base.
 - b. Restart the workstation and the server.
 - c. Do not reinstall the Knowledge Base.