

HotFix KB232290 - Salesforce screenpop displays Path ID instead of Caller ID

PROBLEM

One site experienced issues where the salesforce screenpop would display the Path ID in place of the Caller ID.

RESOLUTION

This hotfix has several pre-requisites. It must be installed onto Version 7.0.1.0. Before installing the current hotfix, ensure that the following are installed in this order:

1. KB218492
2. KB180616
3. KB216697
4. KB217692
5. KB231056
6. KB231032

Once the above hotfixes are installed in order, please do the following:

1. Download the attached **KB232290.EXE** file to the enterprise server.
2. Double-click the **KB232290.EXE** file and follow the on-screen prompts.

NOTE: Applying any hotfix will restart the prairieFyre services. In order to avoid service interruption we recommend applying these hotfixes after hours or during a scheduled maintenance window.

APPLIES TO

7.0.1.0

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