

HotFix KB179467 - Collector service failing to connect to .Net Enterprise Service due to SRC communication error

PROBLEM

In an environment where call recording is being configured, but there are communications issues with the SRC, the collector service was failing to connect to the .NET Enterprise service. This resulted in a loss of data collection.

RESOLUTION

This hotfix is to be applied onto Version 6.0.3.0.

1. Download the attached **KB179467.EXE** file to the Enterprise Server.
2. Double-click the **KB179467.EXE** file and follow the on-screen prompts.

NOTE: Installing this hotfix will restart the prairieFyre services. In order to avoid service interruption, we recommend applying the patch after hours or during a scheduled maintenance window.

APPLIES TO

6.0.3.0

Keywords: 179467 KB179467 redbox src collector enterprise server

Last Modified By: andrew_montpetit, Friday, April 25, 2014
<http://micc.mitel.com/kb/KnowledgebaseArticle52135.aspx>

Tuesday, August 09, 2022