

## **MiCC Version 8.0.0.0 or 8.0.0.1 downloaded before March 3rd, 2016 - Pre-requisite download causes error.**

### **PROBLEM**

The elasticsearch component downloaded through the chocolatey server during an upgrade, repair, or fresh install of MiCC, was upgraded on the chocolately server yesterday to a version that is incompatible with MiCC. (Chocolately is a package manager for Windows.) The result is that elasticsearch will not be functional and MiContact Center components that require it are will not function.

#### **Who is affected?**

- Customers who deploy or repair the old versions of 8.0.0.0 and 8.0.0.1 (downloaded from MOL on or before March 3, 2016) on or after March 2, 2016.

#### **Who is not affected?**

- Customers that have already deployed 8.0.0.0 and 8.0.0.1 prior to March 2, 2016.
- Customers on releases other than 8.x.

#### **What are we doing to fix the problem?**

- The links to 8.0.0.0 and 8.0.0.1 on the Mitel Online page have been temporarily taken down, with a note indicating that we are working to re-post as soon as possible.
- We are repackaging 8.0.0.0 and 8.0.0.1 with an updated installations cript that will not go to the chocolatey server to get elasticsearch.
- We will update this KnowledgeBase article to indicate how to take corrective action if the new version of elasticsearch had been installed.
- A TSB is being sent to all dealers who have already downloaded 8.0.0.0 and 8.0.0.1.
- This behavior will be fixed for all 8.X releases going forward.

### **RESOLUTION**

If you have installed or upgraded on or after March 2nd with a copy of MiCC downloaded before March 3rd, 2016 and are experiencing issues with Elasticsearch, please download the attached ZIP file. Unzip onto the server and run the Powershell script as Admin to correct your Elasticsearch installation.

### **APPLIES TO**

MiCC V 8.0.0.0 and 8.0.0.1 downloaded before March 3.

**Keywords:** MiCC install installer download elasticsearch chocolatey

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