

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 A2
Release Date	March 2010
Revision History	A2: March 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.

EMEA Region	(T) +972.9.775.3800	(F) +972.9.775.3000	support@nice.com
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
MS010-016	March 10, 2010	Important	Vulnerability in Windows Movie Maker could allow remote code execution.

New Bulletins - Not Certified by NICE

The following Microsoft Security Bulletins are not relevant to NICE products and therefore were not certified.

Security Bulletin	Release Date	Severity	Comments
MS010-017	March 10, 2010	Important	Vulnerability in Microsoft Excel could allow remote code execution.

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 - March 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	Win2003 SP2 and R2 SP2	Win2003 x64	Windows Vista SP1, SP2	Windows Server 2008	Windows Server 2008 x64	Windows Server 2008 R2	Windows 7
MS010-16 Movie Maker 2.1	Click here for link to update								
MS010-16 Movie Maker 2.6					Click here for link to update			Click here for link to update	
MS010-16 Movie Maker 6.0					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
MS10-015	
MS10-013	
MS10-011	
MS10-010	
MS10-009	
MS10-008	
MS10-007	
MS10-005	
MS10-002	IE8
MS10-002	IE7
MS10-002	IE6 SP1
MS10-002	IE6
MS10-001	
MS09-073	
MS09-072	
MS09-071	
MS09-069	
MS09-065	
MS09-064	

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ISRAEL	(T) 09.775.3333	(F) 09.775.3000	support_helpdesk@nice.com

Bulletin Number	Comment
MS09-063	
MS09-062	
MS09-061	
MS09-059	
MS09-058	
MS09-057	
MS09-056	
MS09-055	
MS09-054	
MS09-053	
MS09-048	
MS09-047	
MS09-046	
MS09-044	
MS09-041	
MS09-040	
MS09-038	
MS09-037	
MS09-036	
MS09-034	
MS09-032	
MS09-029	
MS09-028	
MS09-026	
MS09-025	
MS09-023	
MS09-020	
MS09-019	

Bulletin Number	Comment
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	
MS08-065	
MS08-064	
MS08-063	
MS08-062	
MS08-061	
MS08-058	
MS08-054	
MS08-053	
MS08-052	

Bulletin Number	Comment
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	
MS08-010	
MS08-008	
MS08-007	
MS08-006	
MS08-005	
MS08-002	
MS08-001	
MS07-069	
MS07-068	

Bulletin Number	Comment
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	
MS07-031	
MS07-027	
MS07-022	
MS07-021	
MS07-020	
MS07-019	
MS07-017	
MS07-016	
MS07-013	

Bulletin Number	Comment
MS07-012	
MS07-011	
MS07-009	
MS07-008	
MS07-007	
MS07-006	
MS07-005	
MS07-004	
MS06-078	
MS06-077	
MS06-075	
MS06-074	
MS06-072	
MS06-071	
MS06-070	
MS06-069	
MS06-068	
MS06-067	
MS06-066	
MS06-065	
MS06-064	
MS06-063	
MS06-061	
MS06-057	
MS06-056	
MS06-055	
MS06-053	
MS06-051	

Bulletin Number	Comment
MS06-050	
MS06-049	
MS06-046	
MS06-045	
MS06-044	
MS06-042	
MS06-041	
MS06-040	
MS06-036	
MS06-035	
MS06-034	
MS06-033	
MS06-032	
MS06-031	
MS06-030	
MS06-025	
MS06-024	
MS06-023	
MS06-022	
MS06-021	
MS06-018	
MS06-015	
MS06-014	
MS06-013	
MS06-011	
MS06-009	
MS06-008	
MS06-007	

Bulletin Number	Comment
MS06-006	
MS06-005	
MS06-004	
MS06-002	
MS06-001	
MS05-055	
MS05-054	
MS05-053	
MS05-052	
MS05-051	
MS05-050	
MS05-049	
MS05-048	
MS05-047	
MS05-046	
MS05-045	
MS05-044	
MS05-043	
MS05-042	
MS05-041	
MS05-040	
MS05-039	
MS05-038	
MS05-037	
MS05-036	
MS05-033	
MS05-032	
MS05-030	

Bulletin Number	Comment
MS05-028	
MS05-027	
MS05-026	
MS05-025	
MS05-024	
MS05-022	
MS05-020	
MS05-019	
MS05-018	
MS05-017	
MS05-016	
MS05-015	
MS05-014	
MS05-013	
MS05-012	
MS05-011	
MS05-010	
MS05-009	
MS05-008	
MS05-007	
MS05-004	
MS05-003	
MS05-002	
MS05-001	
MS04-045	
MS04-044	
MS04-043	
MS04-042	

Bulletin Number	Comment
MS04-041	
MS04-040	
MS04-038	
MS04-037	
MS04-036	
MS04-035	
MS04-034	
MS04-032	
MS04-031	
MS04-030	
MS04-029	
MS04-028	
MS04-025	
MS04-024	
MS04-023	
MS04-022	
MS04-020	
MS04-019	
MS04-018	
MS04-016	
MS04-015	
MS04-014	
MS04-013	
MS04-012	
MS04-011	
MS04-008	
MS04-007	
MS04-006	

Bulletin Number	Comment
MS04-004	
MS04-003	
MS03-049	
MS03-048	
MS03-045	
MS03-044	
MS03-043	
MS03-042	
MS03-041	
MS03-040	
MS03-039	
MS03-034	
MS03-032	
MS03-030	
MS03-026	
MS03-024	
MS03-023	
MS03-021	
MS03-020	
FB867460	

Previous Bulletins - Not Certified by NICE

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

Bulletin Number	Comment
MS010-014	
MS010-012	
MS010-006	
MS010-004	
MS010-003	
MS09-074	
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.