5.2.11 HF1 - Hotfix 1 for MachPanel build v5.2.11 (20th May).

Summary

This article provides 5.2.11 HF1 (Hotfix-1) and information about how to apply this fix on your servers.

Applies To

This article applies to MachPanel v5.2.11.

Important Notes

Hotfix files and script needs to be executed, if the v5.2.11 update was installed earlier then 20th May, 2015, other clients please ignore this fix. Script needs to be executed only in case if SfB (Lync) module is being used.

- Prior to performing any update take backup of your MachPanel Database, Control and Remote servers. See below KB article for more details on how to take backup. http://kb.machsol.com/Knowledgebase/Article/50248

- MachPanel Control Panel and all MachPanel Remote Servers need to be on build 5.2.11 and then Hotfix can be applied. Please follow the steps given below in sequence and execute instructions in the KB articles to complete the update:

1. Update to Latest MachPanel
2. Update to Latest MachPanel Remote Server

Latest Issues Fixed

This patch includes the latest fixes as below:

1. Missing record error occurs when creating new customer or reseller if billing is off or single currency is configured.
2. Remote server keeps on updating itself again and again.
3. MachPanel SPS related to SfB (Lync) call reports are removed when SfB (Lync) is updated.
4. Duplicate addon recurring invoices generation issue fixed.

Procedure

1. Go to MachPanel configuration studio.

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2. Stop all services related to MachPanel.
3. Exit MachPanel configuration studio.
4. Download the hotfix v5.2.11HF1 from the link at bottom of this page.
5. Open services.msc on MachPanel remote servers and stop MachPanel provisioning service.
6. Make sure MachPanel configuration studio is not running from task manager.
7. Replace files from Updated files to be replaced on Control Server folder on MachPanel control server and Replace files from Update files to be replaced on Remote Server folder of hotfix folder on MachPanel remote server keeping the folder hierarchy same as it is in hotfix. (you should get message to overwrite files, if not you are not doing it right).
8. Execute script from zip file on MachPanel_Db after logging in to SQL management studio as MachPanel_Db user. Password can be obtained from connection string in registry of MachPanel Control Server. (HKEY_LOCAL_MACHINE\SOFTWARE\MachSol\MachPanel) . Script needs to be executed only in case if SfB (Lync) module is being used.
9. Once all files are replaced properly from hotfix folder restart all services related to MachPanel on Control as well as Remote Servers.

Download Link

Please download v5.2.11HF1 from

http://machsol.com/updates/5211HF1.zip

MachPanel Knowledgebase

https://kb.machsol.com/Knowledgebase/54489/5211-HF1---Hotfix-1-for-MachPane...