



Kore.ai Installer update

KORE.AI PLATFORM PATCHING INSTRUCTIONS

DATE 15/04/24

IMPORTANT UPDATE

On-Prem upgrade requirements for seamless integration of latest Kore.ai enhancements

This document outlines essential upgrades for seamless integration of Kore.ai XO enhancements for our on-prem customers. It emphasizes the need for CentOS 8.x or RHEL 8.x for smooth installation due to OS-level dependencies. Customers on CentOS 7.x/RHEL 7.x are advised to upgrade for optimal functionality. Support for CentOS 7.x/RHEL 7.x will be discontinued from R 10.1.2x onwards.

Details about the Upgrade Requirements

We are excited to share that our most recent release includes significant enhancements designed to elevate your experience with Kore.ai XO. These improvements encompass upgrading all stack components to their latest versions, considering both active vulnerabilities and end-of-life (EOL) factors.

Purpose: We are reaching out to inform you about crucial upgrades necessary to ensure the seamless integration of the latest enhancements in Kore.ai XO, aimed at enhancing your user experience.

Why: These enhancements involve significant improvements across all stack components, taking into account active vulnerabilities and end-of-life (EOL) considerations.

Details:

To ensure a smooth installation process, it is imperative that the base operating system (OS) version meets the requirement of CentOS 8.x or RHEL 8.x. This is particularly crucial due to OS-level package dependencies such as GNU C Library (GLIBC).

To seamlessly integrate these new software updates, it is crucial that the base operating system (OS) version meets the requirement of CentOS 8.x or RHEL 8.x. This necessity is particularly imperative due to OS-level package dependencies like GLIBC.

Therefore, we strongly advise all on-premise customers currently utilizing CentOS 7.x or RHEL 7.x to prioritize upgrading to CentOS 8.x or RHEL 8.x before planning the installation of the latest Kore.ai XO updates. This proactive step will ensure a smooth and trouble-free upgrade process, enabling you to fully capitalize on the latest features.

Furthermore, please note that in alignment with this upgrade, we will discontinue support for CentOS 7.x/RHEL 7.x from R 10.1.2x onwards.

Thank you for your attention to this important matter. If you have any inquiries or require assistance with the upgrade process, please don't hesitate to contact our Kore support team.