

To: DW[®] Customers
Date: August 2, 2018
Re: DW Spectrum[®] IPVMS v3.2
Windows[®] OS Bulletin

Windows[®] OS Updates Preventing DW Spectrum[®] IPVMS updates – Solution

Issue:

Recent Windows 7[®] updates (Jul 10-12 2018) introduced an issue that prevents some services from stopping correctly. This prevents the DW Spectrum[®] Media Server from uninstalling during the upgrade.

This is happening on Windows 7[®] only, depending on network drivers, the issue may or may not happen on your server.

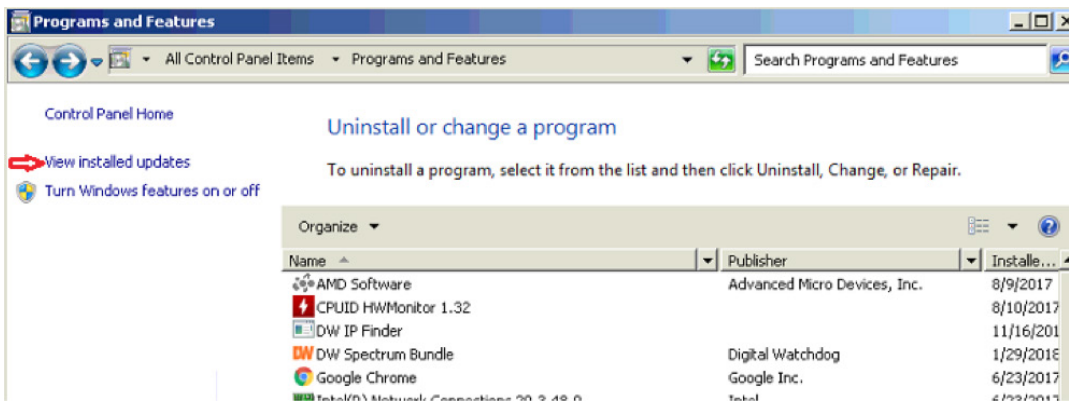
Solution:

We recommend to uninstall and disable the following updates before upgrading to a newer version or installing a fresh version of DW Spectrum[®]:

- KB4340556 – Security and Quality Rollup updates for .NET Framework 3.5.1, 4.5.2, 4.6, 4.6.1, 4.6.2, 4.7, 4.7.1 and 4.7.2 for Windows 7 SP1 and Server 2008 R2 SP1
- KB4338818 – Monthly Rollup
- KB4054530 - Microsoft .NET Framework 4.7.2 for Windows 7 for x64

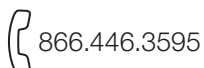
To uninstall the Microsoft updates:

1. Go to Control Panel -> Programs -> Programs and Features -> View Installed Updates



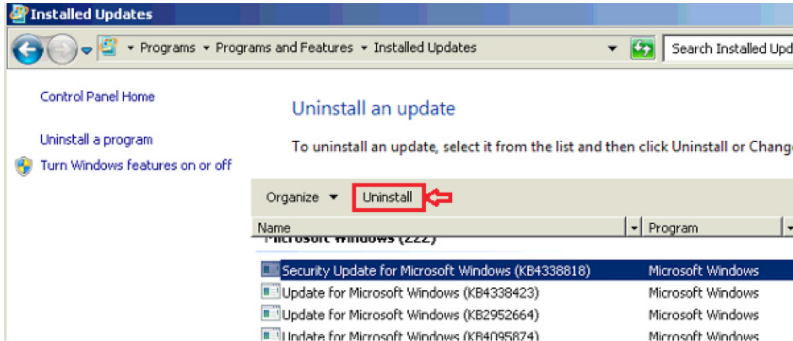
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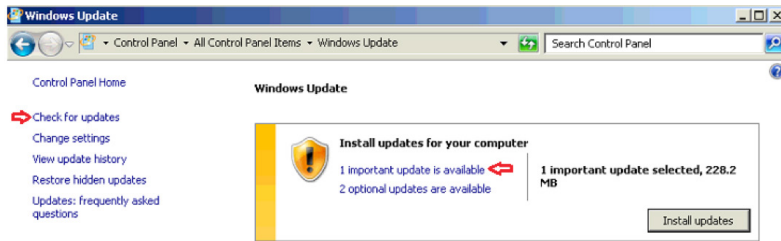
2. Select the update and click “Uninstall”



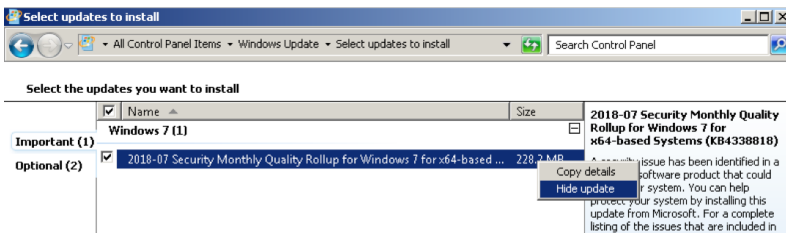
3. Repeat 1 and 2 to uninstall all the updates. (You may not have all 3 updates installed)

To disable Microsoft from re-installing the updates in the future:

1. Go to Control Panel -> System and Security -> Windows Update
2. Click “Check for Updates”(May take several minutes to complete the checking). Click on “important update is available” to list the updates.



3. Right click on each update and select “Hide update”



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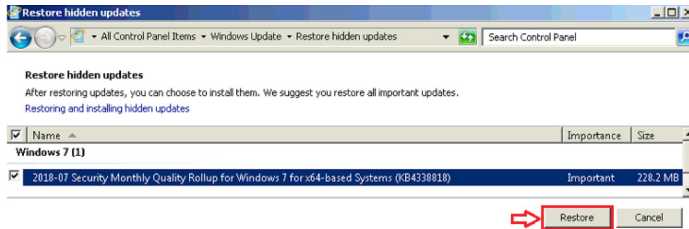
866.446.3595

sales@dwcc.tv

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After Microsoft resolves the issue, you may reinstall the hidden updates:

1. Go to Control Panel -> System and Security -> Windows Update
2. Click "Restore Hidden Updates"
3. Check the desired updates and click "Restore".



References:

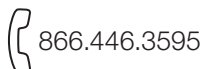
- KB434556
<https://support.microsoft.com/en-us/help/4340556/security-and-quality-rollup-updates-for-net-framework-3-5-1-4-5-2-4-6>
- KB4338818
<https://support.microsoft.com/en-us/help/4338818/windows-7-update-kb4338818>
- KB4054530
<https://support.microsoft.com/en-us/help/4054530/microsoft-net-framework-4-7-2-offline-installer-for-windows>

For more information or technical support

DW technical support
Toll free: 866.446.3595
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