

Summary

Windows Updates KB 4041083 / KB 4040973 (September 12, 2017, .NET Security and Quality Rollups) cause a problem rendering documents in CoreIntegrator Workflow.

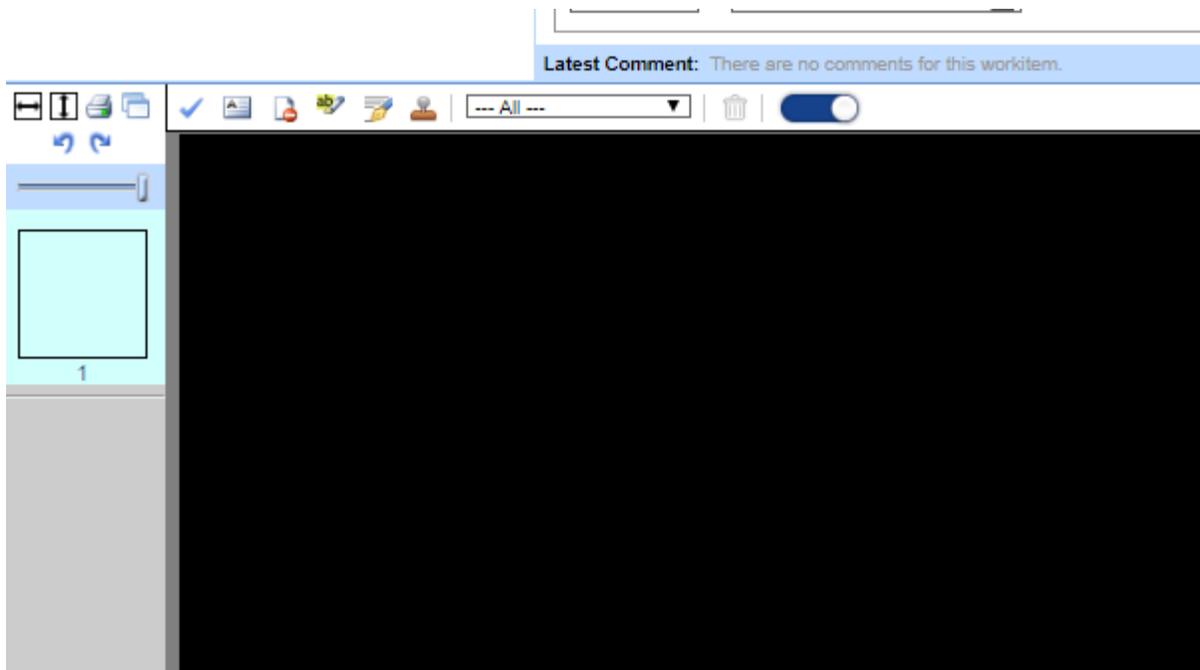
Microsoft has released a workaround for these issues. The workaround is described in:

<https://support.microsoft.com/en-us/help/4043601/rendering-issues-after-the-september-12-2017-net-security-and-quality>

The workaround involves uninstalling the problem Quality / Security Rollup Update and manually installing the security updates from the rollup. We expect that Microsoft will eventually replace the problem rollup with a new update which can be installed via the normal Windows Update channels.

Problem Description

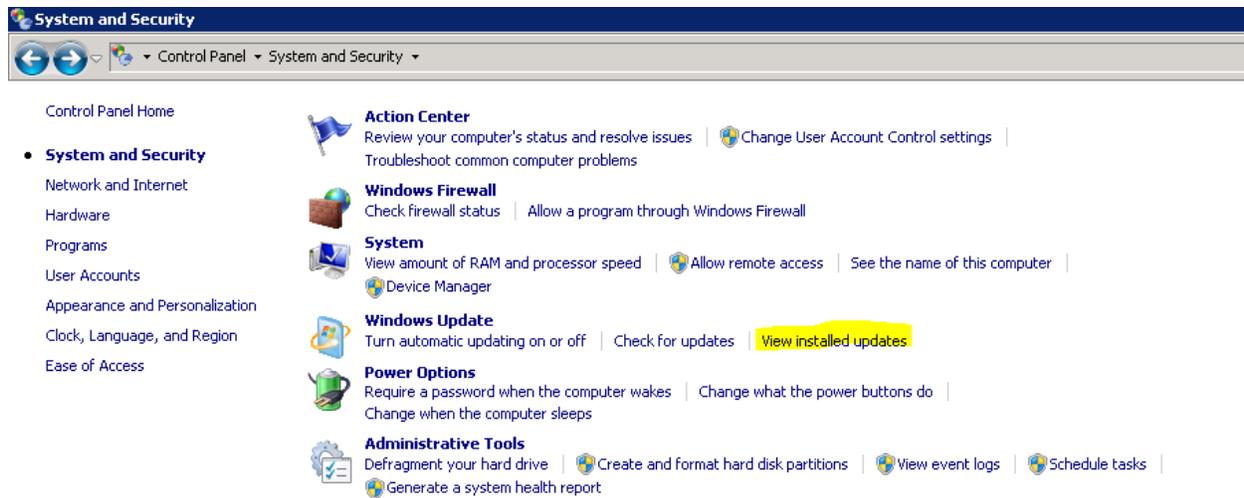
When viewing documents in the Workspace in CoreIntegrator Workflow, the document pages display as either all black or all white:



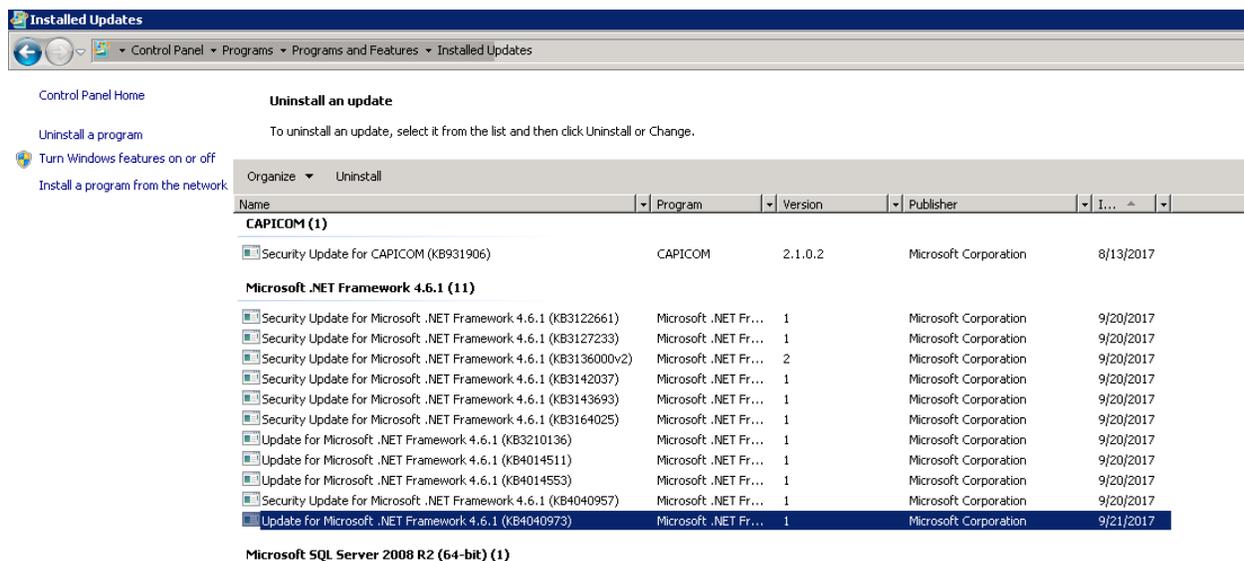
Depending on whether the document was entered into the system before or after the Windows Update was applied, the thumbnails may or may not appear correctly.

Uninstalling Quality/Security Rollup

From “System and Security” under Control Panel, select “View

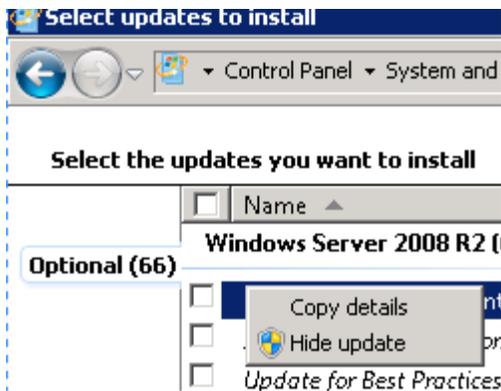


The problem update is KB4040973:

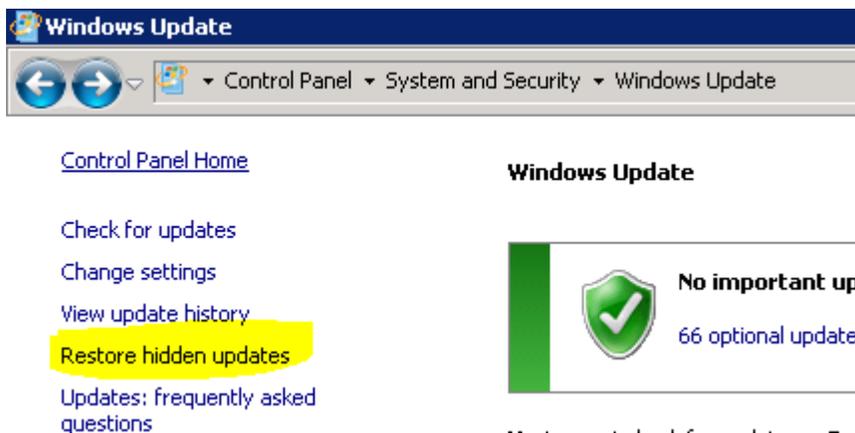


Right-click the update and select “Uninstall.”

To prevent the update from reinstalling itself the next time that Windows Update runs, you can hide the update by right-clicking on it in the list and selecting “Hide Update.”



“Restore hidden updates” on the main Windows Update screen allows to show updates which were hidden.



After a reboot, CoreIntegrator should now be able to correctly redisplay the document images in the Workspace. If the thumbnail images are still incorrect, recaching the documents through the Administration / Diagnostics screen should repair them.

Reinstalling Security Updates

Then, we can reinstall the security patches which were included in the rollup update. You can download them by following the instructions in Microsoft's documentation:

<https://support.microsoft.com/en-us/help/4043601/rendering-issues-after-the-september-12-2017-net-security-and-quality>

You can go to the Microsoft Update Catalog and manually download/install the appropriate packages from the links below depending on your operating system:

Windows Server 2008 SP2

<https://support.microsoft.com/en-us/help/4040957/description-of-the-security-only-update-for-the-net-framework-4-6-4-6>

<http://www.catalog.update.microsoft.com/Search.aspx?q=4041093>

Windows Server 2008 R2 / x64

<https://support.microsoft.com/en-us/help/4040957/description-of-the-security-only-update-for-the-net-framework-4-6-4-6>

<http://www.catalog.update.microsoft.com/Search.aspx?q=4041090>

Windows Server 2012 / x64

<https://support.microsoft.com/en-us/help/4040955/description-of-the-security-only-update-for-the-net-framework-4-6-4-6>

<http://www.catalog.update.microsoft.com/Search.aspx?q=4041091>

Windows Server 2012 R2 / x64

<https://support.microsoft.com/en-us/help/4040956/description-of-the-security-only-update-for-the-net-framework-4-6-4-6>

<http://www.catalog.update.microsoft.com/Search.aspx?q=4041085>

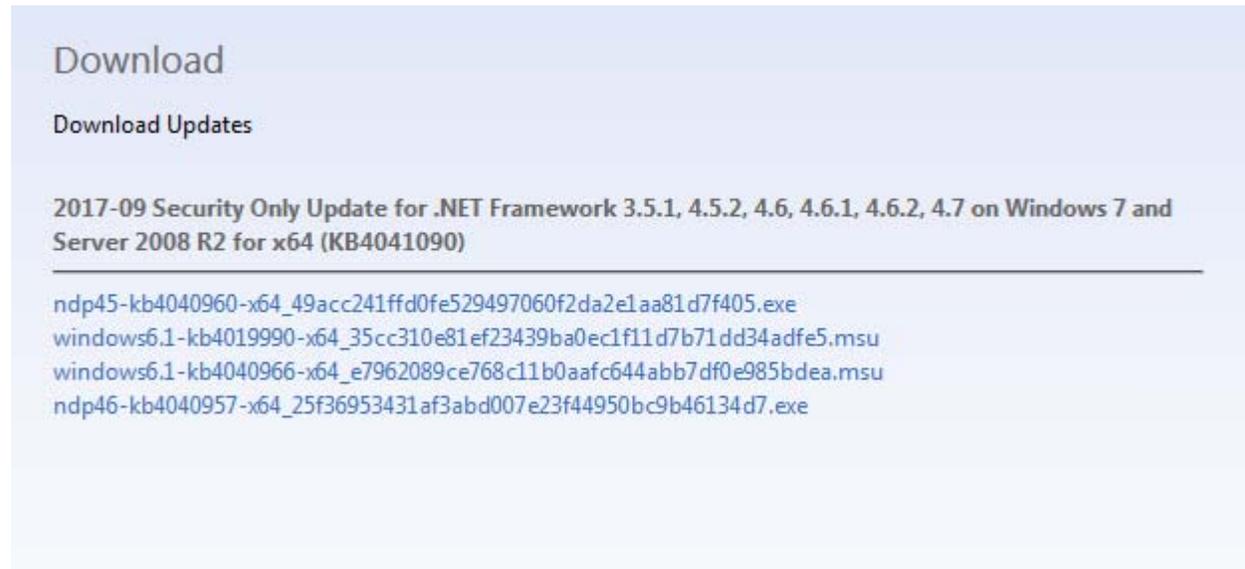
If you follow the appropriate Update Catalog link, you will see the following screen. Find the appropriate update for your operating system, and then click Download on the right. (Be careful not to select the Itanium updates.)



The screenshot shows the Microsoft Update Catalog search results for the query "4041090". The search results are displayed in a table with the following columns: Title, Products, Classification, Last Updated, Version, Size, and a Download button. There are three results listed, all for Security Updates, with the last updated date being 9/8/2017. The first result is for Windows 7 and Windows Embedded Standard 7, with a size of 4.4 MB. The second result is for Windows 7, Windows Embedded Standard 7, and Windows Server 2008 R2, with a size of 5.7 MB. The third result is for Windows Server 2008 R2, with a size of 303 KB.

Title	Products	Classification	Last Updated	Version	Size	
2017-09 Security Only Update for .NET Framework 3.5.1, 4.5.2, 4.6, 4.6.1, 4.6.2, 4.7 on Windows 7 (KB4041090)	Windows 7, Windows Embedded Standard 7	Security Updates	9/8/2017	n/a	4.4 MB	Download
2017-09 Security Only Update for .NET Framework 3.5.1, 4.5.2, 4.6, 4.6.1, 4.6.2, 4.7 on Windows 7 and Server 2008 R2 for x64 (KB4041090)	Windows 7, Windows Embedded Standard 7, Windows Server 2008 R2	Security Updates	9/8/2017	n/a	5.7 MB	Download
2017-09 Security Only Update for .NET Framework 3.5.1 on Windows Server 2008 R2 for Itanium-based Systems (KB4041090)	Windows Server 2008 R2	Security Updates	9/8/2017	n/a	303 KB	Download

The following screen will appear, with a set of files which depend on the update you selected. Download all available files and copy them to the application server.



Double-click on each file in turn to install. Some of them will report that the update has already been installed.

Reboot the application server.