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Microsoft update KB4056896 (or parallel patches for other Operating System) Causes instability for Wonderware Historian.

SUMMARY

Microsoft has released an update (KB4056896 or parallel patches for other OS's) that is a security patch for Meltdown and Spectre vulnerabilities. This patch has an issue that is causing Wonderware Historian to fail.

SITUATION

After applying the patch on the Historian Server, the Historian System Driver service stops causing Historian to become unstable. This can affect all Historian releases.

Microsoft has confirmed that there is an issue with this update and is working on resolving the problem.

SYMPTOMS

When the Microsoft Security update (KB4056896 or parallel patches for other OS's) is installed Historian System Driver service will stop and Historian will become unresponsive.

Note: The problem does NOT impact Remote IDAS, AppEngines, or Historian SDK applications.

ACTION

The root problem is a known issue in Microsoft's recent update. Microsoft is currently working on fixing the defect within the patch but Schneider Electric is releasing a work around which we intend to make available as a Hotfix.

Each Historian version will have a released Hotfix.

In the meantime, we advise customers to not apply Microsoft update KB4056896 (or the parallel patches for other operating systems) to Historian servers, but to use others means of protecting these systems (e.g. Antivirus, firewalls, etc.). Please contact Technical Support for additional information and Hotfix availability.