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Microsoft Updates / KBs for .NET Framework impact System Platform and related AVEVA product installations

PROBLEM

After applying the December 2022 Cumulative Updates for Window, which includes .NET Framework KBs (KB5020872, KB5020874, etc.), and / or the January 2023 Cumulative Update for Windows Server 2016 and Win 10 Enterprise 2016 LTSC (KB5022289), installation of **System Platform** and related AVEVA products will halt at the step where the End-User License Agreement (EULA) is shown. See Figures 1, 2 and 3 (below) for examples. For *Recipe Manager Plus* (RMP), the installation crashes when loading the EULA screen.

AVEVA System Platform and related AVEVA products' installations use the common install toolkit, which provides the End-User License Agreements (EULA) in XPS format. If the installation framework cannot load the EULA, it blocks the installation. At this point you cannot click on the '**I have read and accept the terms of the license agreement(s)**' checkbox. The **Agree** button is also greyed out.

You cannot proceed with the installation and can only click **Exit** to terminate the installation.

The December 2022 and January 2023, Cumulative Updates affect different AVEVA product installations (shown below) but the issue is not limited to these examples. Other product installations can be affected when using the XPS format in the EULA display.

NOTE: This issue is not limited to the above two KBs for December, but all KBs included in the Dec 2022 Cumulative Updates for .NET Framework. See the applicable [Microsoft article](#) for more info. For the January 2023 Cumulative Updates, the issue is limited to KB5022289.
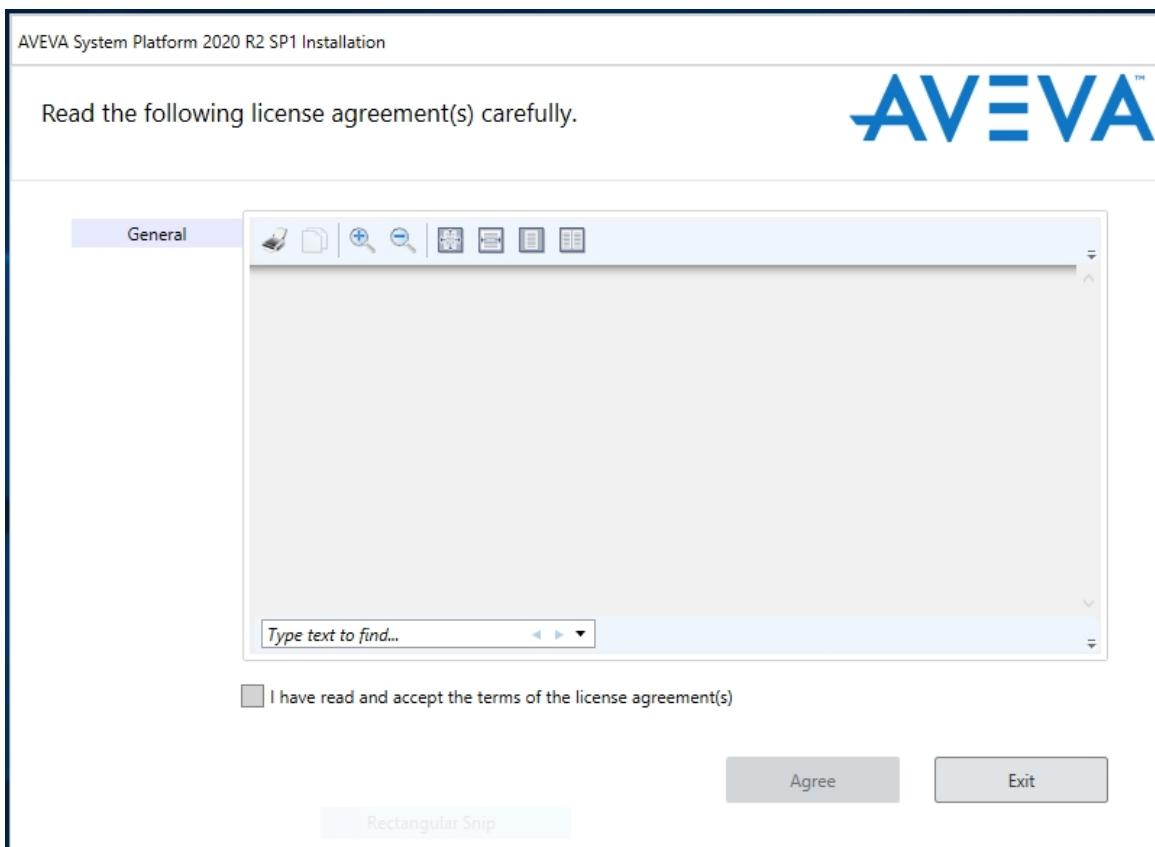
Figure 1: EULA acceptance page from System Platform 2020 R2 SP1 installation
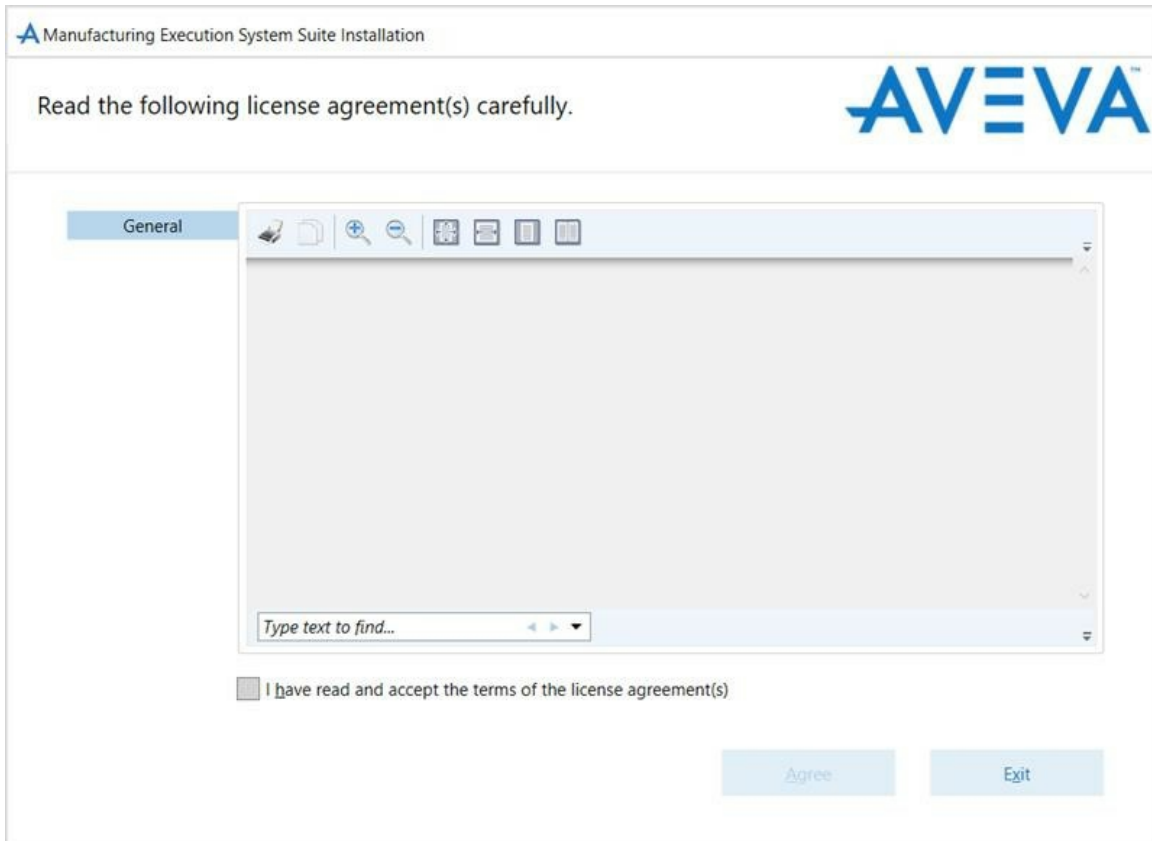

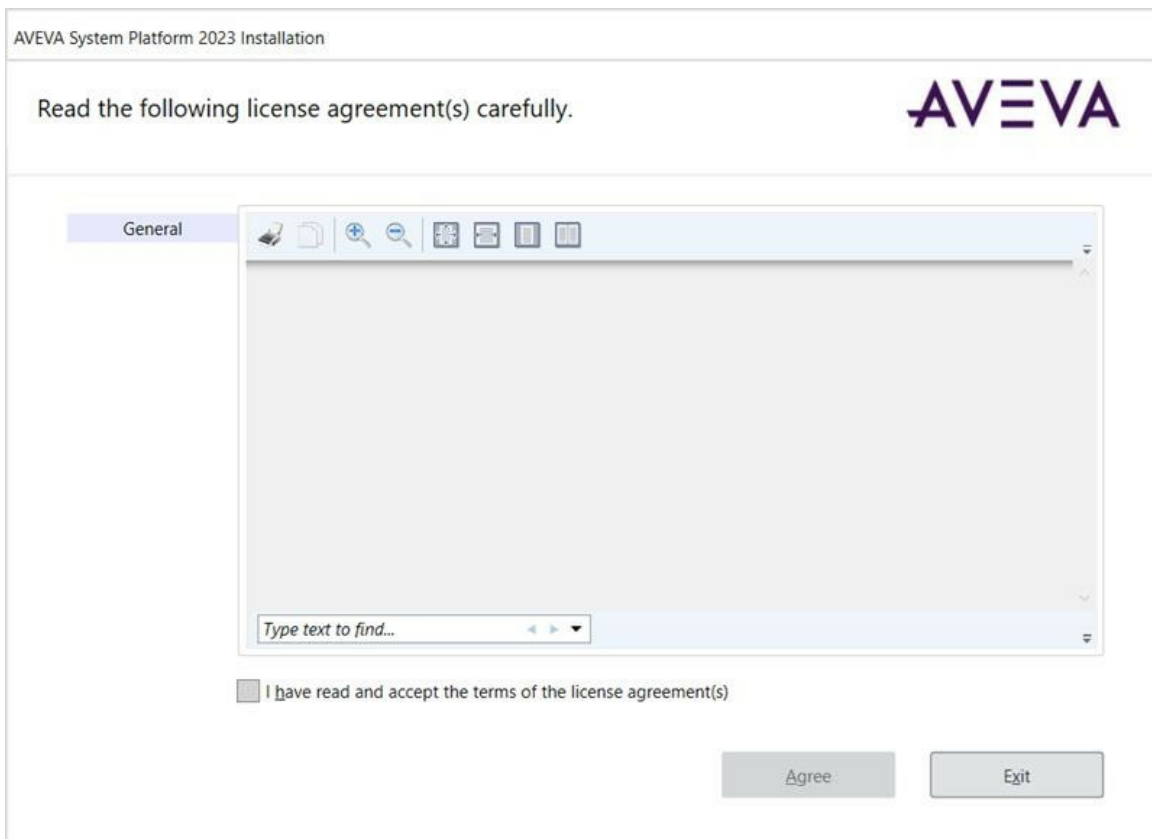Figure 2: EULA acceptance page from Manufacturing System Execution Suite installation

Figure 3: EULA acceptance page from System Platform 2023 installation

WORKAROUND

To circumvent this problem, apply the primary workaround outlined in [KB5022083](#), also referenced here:

Microsoft identified a compatibility workaround for this issue and made a PowerShell script to resolve the issue.

To install the compatibility workaround, complete the following steps.

1. Download the PowerShell script
    - [Microsoft link to PowerShell script](#)
2. Open a PowerShell prompt as an administrator.
3. Within the prompt, navigate to the directory where the script was downloaded.
4. Run the command within the prompt: .**kb5022083-compat.ps1 -Install**.

If the command succeeds, it will print **Installation completed**. to the console window. If the command fails, it will display the reason for failure. To remove the compatibility workaround, follow the same steps as above, but replace step (4) above with: **.\\kb5022083-compat.ps1 -Uninstall**.

After the compatibility workaround is installed, WPF-based applications which display XPS documents should continue working as they did before the December 2022 and / or January 2023, security updates.

IMPORTANT: KB5022083 also lists an alternate workaround. AVEVA does **not** recommend the workaround because of potential inherent vulnerabilities. AVEVA recommends applying only the primary workaround listed in Microsoft **KB5022083**.

AVEVA

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