

BULLETIN#: AN180122SU

Title: Certificate Compatibility for Gen2 Capture Card Drivers

Date: 1/24/2018

Severity: Medium

Affected Products:

- CompleteView 4.8
- Generation 2 Capture Cards
- Windows 7
- Windows Server 2008
- Windows Server 2008 R2

Issue:

Legacy Microsoft operating systems (see list above) which have not been sufficiently patched are unable to install device drivers to interface with Generation 2 capture cards due to advances in digital signing certificates. Specifically, the digital certificate and PKI industry in general is in the middle of migrating to SHA-2 based signatures due to demonstrable weaknesses in the older SHA-1 implementation, and legacy operating systems do not natively support the newer standard. CompleteView 4.8 employs the newly signed drivers, which are incompatible with the legacy systems.

Corrective Action:

Apply OS-specific patches, listed below, before installing CompleteView 4.8.

Windows 7 :

32 bit - <https://www.microsoft.com/en-us/download/details.aspx?id=46078>

64 bit - <https://www.microsoft.com/en-us/download/details.aspx?id=46148>

Windows Server 2008 :

32 bit - <https://www.microsoft.com/en-us/download/details.aspx?id=36260>

64 bit - <https://www.microsoft.com/en-us/download/details.aspx?id=36246>

Windows Server 2008 R2 :

64 bit (2008 R2 was only released as a 64 bit OS) - <https://www.microsoft.com/en-us/download/details.aspx?id=46083>

Related Documentation:

Windows 7 Security Advisory : <https://docs.microsoft.com/en-us/security-updates/SecurityAdvisories/2015/3033929>

Windows Server 2008 Notification: <https://support.microsoft.com/en-us/help/2763674/you-cannot-run-an-application-that-is-signed-with-a-sha-256-certificat>

Windows Server 2008 R2 (and Windows 7) SHA-2 Code Signing Info: <https://docs.microsoft.com/en-us/security-updates/SecurityAdvisories/2015/3033929>

A Word about Microsoft Update Rollups

Another approach to system patching is to apply update rollups. Update rollups are a tested, cumulative set of hotfixes, security updates, critical updates, and updates that are packaged together for easy deployment. A rollup generally targets a specific area, such as security, or a component of a product, such as Internet Information Services (IIS).

In the context of this Application Note, if one browses to Microsoft's Update Catalog, located at <http://www.catalog.update.microsoft.com/Home.aspx> , and searches for the SHA2 support Windows update for Windows 7(KB3033929) in the catalog (<https://www.catalog.update.microsoft.com/Search.aspx?q=KB3033929>), you can find details about rollup updates that replaces this update (click on one of the search results and select Package Details tab).