

BULLETIN #: TB180411SD

Title: Windows 7 / Server 2008 R2 April Monthly Rollup Reverts NIC Settings.

Date: April 11, 2018

Severity: High

Affected Products:

- CompleteView Servers installed on Windows 7 Service Pack 1 or Windows Server 2008 R2 Service Pack 1

Issue:

A recent Windows Update monthly rollup distributed on April 10th, 2018 inadvertently resets your NIC back to default settings, removing any static IP address you may have configured. The monthly rollup in question can be found here: <https://support.microsoft.com/en-us/help/4093118/windows-7-update-kb4093118> (KB4093118). Microsoft has stated that this is a known issue and that they are currently working on a fix.

Corrective Action:

If you have not already installed KB4093118, instead install KB4093108 located here: <https://support.microsoft.com/en-us/help/4093108/windows-7-update-kb4093108>. This update contains the security fixes only and should not affect your NIC settings.

If you have already installed KB4093118, please coordinate with your IT department or your integrator to reconfigure your static IP address settings.

Related Documentation:

None