



Important Technical Bulletin

August 30, 2018

SUBJECT: Windows Updates Causing Issue with all Ward W4 Fuel View versions with Windows Server 2008 R2 and 2012 R2

KB4338815 and KB4338824 Cause Windows Server 2012 R2, KB4338823 and KB4338818 for Windows Server 2008R2 to not release ports

Versions affected: All Ward W4 Fuel View versions with Windows Server 2012 R2 and Windows Server 2008 R2

Microsoft has recently released two updates for **Windows Server 2012**, KB4338815 and KB4338824, that cause Windows to not release ports properly when services shut down or the port is no longer needed.

This causes a problem when a service is restarted or shut down as it cannot come back up due to the port being in use. The impact to W4 Fuel View software is that the Fuel View supporting services (WardComm, Online Listener, CANceiver Listener) will be unable to restart properly under these conditions.

In **Windows Server 2008R2** the updates that cause the issue are **KB4338823** and **KB4338818**.

Please notify your IT department of this potential problem.

Resolutions

For Windows Server 2012 R2:

1. Uninstall KB4338815 and KB4338824.
2. Install KB4338831 and KB4345424.
3. Restart server after updates have been applied.

For Windows Server 2008R2:

1. Uninstall both KB4338823 and KB4338818.
2. Install KB4345459 and KB4338821.
3. Restart server after updates have been applied.