Technical white paper

Microsoft Security Patches KB4056898 and KB4056890 applied to Microsoft Windows servers may cause interruptions with HP Capture and Route

Overview

Recent Microsoft security patches have been seen to cause issues with HP Capture and Route software installed on a host Microsoft Windows 2012 R2 Server or Microsoft Windows 2016 Server. The issue causes interruptions to the host operating system's Distributed Component Object Model (DCOM) communications. Because DCOM is used for communication between software components on networked computers, the issue directly affects the HP Capture and Route software. The Microsoft Security updates causing this behavior are:

- KB4056898 (2012)*
- KB4056890 (2016)*

Background

HP Capture and Route utilizes the Microsoft Windows operating system's networking capabilities extensively during normal operations. After applying one of these patches, it was observed that due to the change in DCOM through the Windows operating system, the HP Capture and Route server's Windows Services will not start.

The cause of the behavior is a known issue that is documented within the Microsoft Release Notes (https://support.microsoft.com/en-us/help/4056898/windows-81-update-kb4056898 or https://support.microsoft.com/en-us/help/4056890/windows-10-update-kb4056890). The known Microsoft issue affects the way that DCOM is initialized from applications that utilize DCOM, resulting in the application failing to load.

The week of February 12, 2018, Microsoft released the following replacement updates. The release notes for these updates do not reference known impacts to software dependent on DCOM. Initial testing by the HP Capture & Route lab with the new updates have not reproduced the DCOM issues described above.

For Microsoft Windows 2012 R2 Standard Server:
https://support.microsoft.com/en-sg/help/4074594/windows-81-update-kb-4074594

For Microsoft Windows 2012 Standard Server (non-R2):
https://support.microsoft.com/en-us/help/4074593/windows-server-2012-update-kb4074593

For Microsoft Windows 2016 Server:
https://support.microsoft.com/en-us/help/4057142/windows-10-update-kb4057142

Frequently Asked Questions (FAQs)

Q: Why are my HP Capture and Route services not starting?

A: HP Capture and Route utilizes the Microsoft Windows DCOM capabilities extensively during normal operations. After applying either KB4056898 and KB4056890 patches, it was observed that due to the change in DCOM through the Windows operating system, the HP Capture and Route server's Windows Services will not start.

Q: Will customers be required to take any action?

A: Customers have successfully removed the problematic Microsoft Updates in question to return the HP Capture and Route software to normal operation. However, with any Microsoft Update, the impacts of such action should be reviewed with the appropriate departments and policies within each customer's own organization to determine corrective course.

Get connected

hp.com/go/getconnected

**Current HP driver, support, and security alerts
delivered directly to your desktop**

Created February 2018

Public