

Compatibility to Microsoft Windows 7 Updates

Application Run Time Problems

Technical Information

Products:

- R&S®EMC32
- R&S®AMS32
- R&S®WMS32

Rohde & Schwarz EMC Software Development has recognized that particular Microsoft Windows 7 updates have modified the function of the Windows Smart Card Service leading to the problem that our measurement applications listed above will stop working.

This technical information lists the known Microsoft Windows 7 updates and how to fix it.

Note:

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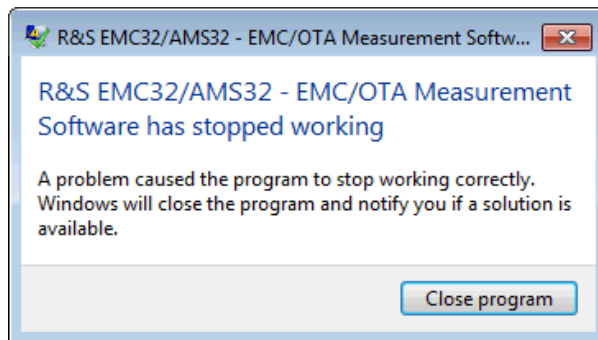
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1 Problem Description

1.1 R&S EMC32 / AMS32 / WMS32 has stopped working

After installing Microsoft Windows 7 updates above mentioned application may sporadically stop working either on startup or during run time with this message.



1.2 List of known Windows Updates

We have detected that these three Windows Updates for Windows 7 cause modifications on the Windows smart card services which make EMC32 instable (sporadic crash on start or during run time):

2018-01 Preview of Monthly Quality Rollup for Windows 7 for x64-based Systems (KB4057400)

2018-02 Security Monthly Quality Rollup for Windows 7 for x64-based Systems (KB4074598)

2018-02 Preview of Monthly Quality Rollup for Windows 7 for x64-based Systems (KB4075211)

For further information on these updates go to

<https://www.catalog.update.microsoft.com/Home.aspx>

1.3 Further Information

Microsoft Windows 10 installations of above applications are not affected.

2 Solution

Download and install the Microsoft Update KB4091290 for your system.

2018-03 Update for Windows 7 for x64-based Systems (KB4091290)

<https://www.catalog.update.microsoft.com/Search.aspx?q=KB4091290>

Download Link for X64 system.

[windows6.1-kb4091290-x64_ad76507f49015fc85b1dfb3c062175135bd7b413.msu](#)

Important:

Install first all pending Windows Updates like the "2018-02 Security Monthly Quality Rollup for Windows 7 for x64-based Systems (KB4074598)" before installing this update KB4091290.

If this installation order is not observed the issue is not solved!

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