



PRODUCT NOTICE

Notice of Potential Product Concern

Rockwell Automation issues a Product Notice when it identifies a product(s) anomaly that may cause commercial or customer satisfaction concerns.

Microsoft Windows Security Update Causes Inability to Open Projects with CCW, AADvance, ISaGRAF, and vMonitor Programming Environments

Reference: 2019-01-002

Revision: B

Date: January 2019

Revised: February 2019

Revision B / February 2019 – The Description and Correction sections of this Product Notice has been updated to include information on Microsoft security updates addressing the described anomaly. Please read this revised notification in its entirety.

This Product Notice informs you of the effect a recent Microsoft Windows Security Update will have on select Rockwell Automation software products. When the patch is applied to specific Microsoft Windows platforms hosting Connected Components Workbench™ (CCW), ISaGRAF®, AADvance® Workbench, and vMonitor®, project files for these products cannot be opened. In some instances, the project files may become corrupt.

Important – The Rockwell Automation software products themselves are correct. Microsoft is aware of this anomaly and has plans for a correction to the security update patch.

– Product Identification –

The products affected by the installation of the identified Microsoft Windows security patches are:

- ISaGRAF 4 Workbench
- ISaGRAF 5 Workbench
- AADvance Workbench (all versions)
- FlexiSafe™ Workbench
- CCW (Connected Components Workbench) when used with projects containing Micro800™ controllers
- ISaGRAF 6 Workbench for application targeting ISaGRAF 5 Runtime
- ISaGRAF 6 Workbench for application targeting vMonitor Runtime

Refer to Appendix B for a complete list of affected product by catalog number.

Important – The identified Rockwell Automation products are affected by the installation of specific Microsoft Windows security updates. Rockwell Automation products do not require direct remediation. Refer to the Temporary Workaround and Correction sections of this document for information on remediating Microsoft Windows products.

– Description –

On January 8, 2019, Microsoft released several security updates to Windows operating systems that resulted in functional anomalies within the identified products. Microsoft is aware of this issue and is working to release corrected patches. Microsoft has released the following statement:

“Applications that use a Microsoft Jet database with the Microsoft Access 97 file format may fail to open if the database has column names greater than 32 characters. The database will fail to open with the error, “Unrecognized Database Format”

On affected systems, customers will be unable to open projects with the listed Rockwell Automation products. The specific Microsoft Windows security updates are:

Windows Version	KB Release Date	Original KB
Windows 10		
Version 1809	January 8, 2019	KB4480116
Version 1803	January 8, 2019	KB4480966
Version 1709	January 8, 2019	KB4480978
Version 1703	January 8, 2019	KB4480973
Version 1809 / OS Build 17763.292	January 22, 2019	KB4476976
Version 1803 / OS Build 17134.556	January 15, 2019	KB4480976
Windows 8.1		
All	January 8, 2019	KB4480963

Windows 7 and Windows Server 2008 R2 Service Pack 1		
All	January 8, 2019	KB4480970
All	January 8, 2019	KB4480960
All	January 15, 2019	KB4480955
Windows Server 2008 Service Pack 2		
All	January 8, 2019	KB4480968
All	January 17, 2019	KB4480974
Windows Server 2012		
All	January 8, 2019	KB4480972
Windows Server 2016		
All	January 8, 2019	KB4480977

Additional information on the effect this patch has on Rockwell Automation products can be found on the Rockwell Automation Knowledgebase Article ID [1083785](#).

– Temporary Workarounds –

Until Microsoft addresses this issue, Rockwell Automation recommends removing the Microsoft KB security update associated with your version of Windows as described in the Description section of this document.

Important - The workaround requires the use of a Windows Administrator account.

You can follow these steps to remove a KB security update:

1. Open the Windows Control Panel, Programs and Features application
2. Click “View installed updates”
3. Locate one of the updates listed in Description section of this document
4. Right-click on the update and select Uninstall
5. Restart your computer

For specific instructions on how to remove a Windows update on Windows 10, Windows 8.1, or Windows 7, refer to the Microsoft support page [Windows Update: FAQ](#), “How do I remove an installed update?”

Note – For Microsoft Windows 10, product updates may automatically reinstall at the next computer restart. Microsoft has provided a tool for Windows 10 to prevent this reinstallation. Refer to the support article <https://support.microsoft.com/en-us/help/3183922/how-to-temporarily-prevent-a-windows-update-from-reinstalling-in-windo> for more information.

– Correction –

Correction requires installation of the corrected Microsoft Windows security update. The table below provides a cross reference to the original Microsoft patch KB articles and the Microsoft correction that addresses this specific anomaly.

Please refer to the correction KB article for patch installation details.

Windows Version	Original KB	Correction KB
Windows 10		
Version 1809	KB4480116	KB4487044
Version 1803	KB4480966	KB4487017
Version 1709	KB4480978	KB4486996
Version 1703	KB4480973	KB4487020
Version 1809 / OS Build 17763.292	KB4476976	KB4487044
Version 1803 / OS Build 17134.556	KB4480976	KB4487017
Windows 8.1		
All	KB4480963	KB4487000
Windows 7 and Windows Server 2008 R2 Service Pack 1		
All	KB4480970	KB4486563
All	KB4480960	KB4486564
All	KB4480955	KB4486563
Windows Server 2008 Service Pack 2		
All	KB4480968	KB4487023
All	KB4480974	KB4487023
Windows Server 2012		
All	KB4480972	KB4486993
Windows Server 2016		
All	KB4480977	KB4487026

– Requested Customer Action –

Rockwell Automation requests you take the following actions:

- Check if you have a product affected by this Product Notice. Refer to the Product Identification and Description sections of this document for product identification assistance.
- If you need additional assistance, please contact Rockwell Automation Technical Support. See Appendix A for local telephone numbers. Customers without TechConnectSM support contracts should reference this Product Notice when calling.
- Customers with TechConnect support contracts may be able to [chat online](#) with support representatives. Reference this Product Notice when connected to a support engineer.

The most current version of this Product Notice is posted on the Rockwell Automation Support Center, <http://www.rockwellautomation.com/knowledgebase>, as ID number [1083902](#). Additional languages may also be available at the end of this article attached as downloadable PDF documents.



If this Product Notice does not affect you because you do not have the products any longer, or if you are a Distributor, Rockwell Automation asks that you forward a copy of this notice, with any identifying documentation, immediately to the person or company that now has the product. We also ask that you contact Rockwell Automation Technical Support and provide the location of the affected units.

We appreciate your immediate cooperation. If you have any questions, please contact us.

Sincerely,

ROCKWELL AUTOMATION

You can register for Automatic Product Safety Advisories and Product Notices from Rockwell Automation by email. Go to the Support web page at <http://www.rockwellautomation.com/support> and click the *Search Knowledgebase – Get Answers* link. Sign in with your TechConnect Account or free Rockwell Automation Member Account and you can subscribe to important product updates, including Product Safety Advisories and Product Notices.

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Appendix A Regional Technical Support Information

The following list can help you to contact the correct technical support center for your location. If your country is not listed, you can find a customer support number for your location by going to the Rockwell Automation Knowledgebase as <https://rockwellautomation.custhelp.com>. Mouse over *Support* and select *Find Local Support*, then enter your location information. If you have a TechConnectSM support contract, please use the telephone number supplied to you with the contract.

Region / Country	Phone Number () International Code
Asia/Pacific	
Australia	1 800 762 593
China	400 620 6620
Hong Kong	+852 2887 4666
India	1 800 2000 121
Japan	03 3206 2785
Korea	(82) 2 2188 4400
Malaysia	1 800 80 4851
New Zealand	0800 27 27 25
Taiwan	080 902 0908
Thailand	(66) 2936 1500
Caribbean	
All Countries (English)	(1) 440 646 3223
All Countries (Español)	(1) 440 646 3650
Central America	
Argentina	800.666.0320
Belize	(1) 440 646 3650
Bolivia	(54) 800 10 0632
Brazil	(55) 11 5189 9500
Chile	800.53.0012
Colombia	01.800.700.2107
Costa Rica	0800.013.1215
Ecuador	58.212.949.0611
El Salvador	(52) 55 5246 2010
Guatemala	1.800.288.0108
Honduras	(52) 55 5246 2010
Mexico	001.888.365.8677
Nicaragua	(52) 55 5246 2010
Panama	001.800.203.3475
Paraguay	(54) 11 5554 4000
Peru	0800.535.36
Suriname	(1) 440 646 3650
Uruguay	(54) 11 5554 4000
Venezuela	800.1.00.3062

Region / Country	Phone Number () International Code
Europe	
Austria	(49) 211 41553 664
Belgium	(32) 2 716 8411
Czech Republic	(420) 28401 5911
Denmark	(45) 43 466 006
Finland	(358) 958 447 419
France	(33) 825303132
Germany	(49) 211 41553 664
Hungary	(420) 28401 5911
Ireland	(44) 01908 635245
Italy (Brescia, Milano e Padova)	(39) 199 11 99 00
Italy (Bologna, Firenze, Napoli, Roma e Torino)	(39) 199 11 99 22
Morocco	(33) 825303132
Netherlands	(31) 10 266 55 80
Poland	(48) 22 32 60 707
Portugal	(1) 440 646 3223
Slovakia	(420) 284015911
Spain	(34) 902 30 93 30
Sweden	(46) 46 19 93 91
Switzerland (German)	(41) 0844 84 84 11
Switzerland (French)	(41) 0844 84 84 12
Switzerland (Italian)	(41) 0844 84 84 13
United Kingdom	(44) 01908 635245
North America	
Canada	(1) 440-646-3223
United States	(1) 440-646-3223

Appendix B

Affected Product by Catalog Number

The following is a list of product affected by the Microsoft Windows Patches from January 8, 2019.

Trade Name	Catalog Number	Versions
Connected Components Workbench Standard Edition	Not Applicable	All
Connected Components Workbench Developer Edition	9328-CCWDEVDEE	All
Connected Components Workbench Developer Edition	9328-CCWDEVDEE	All
Connected Components Workbench Developer Edition	9328-CCWDEVDEM	All
Connected Components Workbench Developer Edition	9328-CCWDEVDEW	All
Connected Components Workbench Developer Edition	9328-CCWDEVENE	All
Connected Components Workbench Developer Edition	9328-CCWDEVENE	All
Connected Components Workbench Developer Edition	9328-CCWDEVENM	All
Connected Components Workbench Developer Edition	9328-CCWDEVENW	All
Connected Components Workbench Developer Edition	9328-CCWDEVESSE	All
Connected Components Workbench Developer Edition	9328-CCWDEVESSE	All
Connected Components Workbench Developer Edition	9328-CCWDEVESM	All
Connected Components Workbench Developer Edition	9328-CCWDEVESW	All
Connected Components Workbench Developer Edition	9328-CCWDEVFRE	All
Connected Components Workbench Developer Edition	9328-CCWDEVFRE	All
Connected Components Workbench Developer Edition	9328-CCWDEVFRM	All
Connected Components Workbench Developer Edition	9328-CCWDEVFRW	All
Connected Components Workbench Developer Edition	9328-CCWDEVITE	All
Connected Components Workbench Developer Edition	9328-CCWDEVITE	All
Connected Components Workbench Developer Edition	9328-CCWDEVITM	All
Connected Components Workbench Developer Edition	9328-CCWDEVITW	All
Connected Components Workbench Developer Edition	9328-CCWDEVPTTE	All
Connected Components Workbench Developer Edition	9328-CCWDEVPTTE	All
Connected Components Workbench Developer Edition	9328-CCWDEVPTM	All
Connected Components Workbench Developer Edition	9328-CCWDEVPTW	All
Connected Components Workbench Developer Edition	9328-CCWDEVZHE	All
Connected Components Workbench Developer Edition	9328-CCWDEVZHE	All
Connected Components Workbench Developer Edition	9328-CCWDEVZHM	All
Connected Components Workbench Developer Edition	9328-CCWDEVZHW	All
AADvance Workbench USB key 5 user unlim	T9084U	Versions 1.x
AADvance Workbench Soft key mult contr	T9083D	Versions 1.x
AADvance Workbench Soft key 1 Contr	T9082D	Versions 1.x
AADvance Workbench USB key mult contr	T9083U	Versions 1.x
AADvance Workbench USB key 1 contr	T9082U	Versions 1.x
AADvance Workbench 2	T9087	Versions 2.x
FlexiSafe Workbench MED S/W	9527-FLXACPINTM	All
FlexiSafe Workbench ESD S/W	9527-FLXACPINT	All
Full ISaGRAF Workbench v180719		All
ISaGRAF5 Distrib 1024 IO MED S/W	9527-I5PRD1KINTM	All
ISaGRAF5 Distrib 128 IO MED S/W	9527-I5PRD128INTM	All
ISaGRAF5 Distrib 256 IO MED S/W	9527-I5PRD256INTM	All
ISaGRAF5 Distrib 32 IO MED S/W	9527-I5PRD32INTM	All
ISaGRAF5 Distrib Unlimited MED S/W	9527-I5PRDSOFTINTM	All

Trade Name	Catalog Number	Versions
ISaGRAF5 Essential 1024 IO MED S/W	9527-I5PRL1KINTM	All
ISaGRAF5 Essential 128 IO MED S/W	9527-I5PRL128INTM	All
ISaGRAF5 Essential 256 IO MED S/W	9527-I5PRL256INTM	All
ISaGRAF5 Essential 32 IO MED S/W	9527-I5PRL32INTM	All
ISaGRAF5 Essential Unlimited MED S/W	9527-I5PRL-SOFTINTM	All
ISaGRAF5 Distrib 1024 IO ESD S/W	9527-I5PRD1KINT	All
ISaGRAF5 Distrib 128 IO ESD S/W	9527-I5PRD128INT	All
ISaGRAF5 Distrib 256 IO ESD S/W	9527-I5PRD256INT	All
ISaGRAF5 Distrib 32 IO ESD S/W	9527-I5PRD32INT	All
ISaGRAF5 Distrib Unlimited ESD S/W	9527-I5PRDSOFTINT	All
ISaGRAF5 Essential 1024 IO ESD S/W	9527-I5PRL1KINT	All
ISaGRAF5 Essential 128 IO ESD S/W	9527-I5PRL128INT	All
ISaGRAF5 Essential 256 IO ESD S/W	9527-I5PRL256INT	All
ISaGRAF5 Essential 32 IO ESD S/W	9527-I5PRL32INT	All
ISaGRAF5 Essential Unlimited ESD S/W	9527-I5PRL-SOFTINT	All
ISaGRAF6 Installer Cust Kit MED S/W	9527-I6PRDCINTM	All
ISaGRAF6 Workbench MED S/W	9527-I6ACP-SOFTINTM	All
ISaGRAF6 Installer Cust Kit ESD S/W	9527-I6PRDCINT	All
ISaGRAF6 Workbench ESD S/W	9527-I6ACP-SOFTINT	All
ISaGRAF5 Distrib 1024 IO USB MED S/W	9527-I5PRD1KUSBINTM	All
ISaGRAF5 Distrib 128 IO USB MED S/W	9527-I5PRD128USBINTM	All
ISaGRAF5 Distrib 256 IO USB MED S/W	9527-I5PRD256USBINTM	All
ISaGRAF5 Distrib 32 IO USB MED S/W	9527-I5PRD32USBINTM	All
ISaGRAF5 Distrib Unlimited USB MED S/W	9527-I5PRDUSBINTM	All
ISaGRAF5 Essential 1024 IO USB MED S/W	9527-I5PRL1KUSBINTM	All
ISaGRAF5 Essential 128 IO USB MED S/W	9527-I5PRL128USBINTM	All
ISaGRAF5 Essential 256 IO USB MED S/W	9527-I5PRL256USBINTM	All
ISaGRAF5 Essential 32 IO USB MED S/W	9527-I5PRL32USBINTM	All
ISaGRAF5 Essential Unlimited USB MED S/W	9527-I5PRLUSBINTM	All
ISaGRAF5 Monitoring Tool USB MED S/W	9527-I5WMTUSBINTM	All