HULFT

November 13th, 2019
(Revision Date: November 18th, 2019)

Dear Valued Customers:

Saison Information Systems Co., Ltd.
HULFT Division

About Web Malfunctions on DataSpider Studio for Web Caused by Windows Updates

We are getting reports that if you apply a specific Windows update to your environment, a problem that is causing DataSpider Studio for Web not to work properly is occurring. For customers who use the DataSpider Studio for Web, please check the note below:

※ In the first edition of November 13th, 2019, we have announced that the applicable OS is only Windows 10, but we confirmed that the problem occurs in other operating systems as well. For details, please refer to "Conditions."

- Detail -

1. Applicable Products and Versions
・ DataSpider Servista Advanced Server Package 4.2　or later
・ DataSpider Servista Basic Server Package 4.2　or later
・ DataSpider Servista Select 4.2　or later

2. Impact Range
DataSpider Studio for Web
※DataSpider Studio is not affected.

3. Impact Contents
When you open a project in the designer, the following error message is displayed.

System.Xml.XmlException: Root element is not contained.

Unable to create or open a script in the designer. The following error message is displayed.

Unable to open the script.

Failed to load the script.

It cannot be opened.

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4. Occurrence Condition

On Windows OS that you are using to run the DataSpider Studio for Web, the problem occurs when the following Windows updates are applied:

- ・ KB4519562 (Published Date : October 15th, 2019)
  Cumulative Update for .NET Framework 4.8 for Windows 10 Version 1607 and Windows Server 2016
  https://support.microsoft.com/en-us/help/4519562/oct-15-2019-kb4519562-cumulative-update-for-net-framework

- ・ KB4519564   (Published Date : October 15th, 2019)
  Cumulative Update for .NET Framework 4.8 for Windows 10 Version 1709
  https://support.microsoft.com/en-us/help/4519564/oct-15-2019-kb4519564-cumulative-update-for-net-framework

- ・ KB4519565   (Published Date : October 15th, 2019)
  Cumulative Update for .NET Framework 3.5 and 4.8 for Windows 10 Version 1809 and Windows Server 2019
  https://support.microsoft.com/en-us/help/4519565/oct-15-2019-kb4519565-cumulative-update-for-net-framework

- ・ KB4519566   (Published Date : October 15th, 2019)
  Preview of Quality Rollup for .NET Framework 4.8 for Windows Server 2012
  https://support.microsoft.com/en-us/help/4519566/oct-15-2019-kb4519566

- ・ KB4519567   (Published Date : October 15th, 2019)
  Preview of Quality Rollup for .NET Framework 4.8 for Windows 8.1, RT 8.1, and Server 2012 R2
  https://support.microsoft.com/en-us/help/4519567/oct-15-2019-kb4519567

- ・ KB4519568   (Published Date : October 15th, 2019)

Preview of Quality Rollup for .NET Framework 4.8 for Windows 7 SP1 and Server 2008 R2 SP1

https://support.microsoft.com/en-us/help/4519568/oct-15-2019-kb4519568

・ KB4519572　(Published Date : October 15th, 2019)
Cumulative Update for .NET Framework 4.8 for Windows 10 Version 1803
https://support.microsoft.com/en-us/help/4519572/oct-15-2019-kb4519572-cumulative-update-for-net-framework

・ KB4519573 (Published Date : October 24th, 2019)
Cumulative Update for .NET Framework 3.5, 4.7.2 and 4.8 for Windows 10 Version 1903 and Windows Server 1903 RTM and Windows 10, version 1909 and Windows Server, version 1909
https://support.microsoft.com/en-us/help/4519573/oct-24-2019-kb4519573-cumulative-update-for-net-framework

5. Cause

The problem occurs because the Windows update causes unexpected behavior in .NET Framework applications running on the Windows OS.
In DataSpider Studio for Web, it has caused projects and script-related operations in the designer to fail.

6. Measure

Please follow these steps to apply an update that fixes this issue:
1. Check which of the updates that are listed in the occurrence condition were applied and then open the corresponding URL page.

2. Open the update page that is listed on [Resolution].

3. Download and apply the update from Microsoft Update Catalog as described in [How to obtain and install the update]
※ Please note that you need to restart your computer after you apply the update.

7. Future Support

As mentioned above, Microsoft has provided a program to fix the windows update issue, so we do not plan to provide a fix as DataSpider.

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End>

[Revision History]

November 13th, 2019	First Edition Created
November 18th, 2019	・Title Removed Windows version notation ・3． Impact Contents Added an error message when opening the project ・4． Occurrence Condition Added Windows update to be an Occurrence Condition ・5． Cause Listed the cause ・6． How to Respond Removed the workaround and fixed it to the permanent correspondence description ・7． Future Support Fixed as the response method was found ・Reference Removed because the URL was added to the description of the occurrence condition

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