



# Neuroworks / Sleepworks Microsoft Windows Update Guide

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***Revision History: Refer to Appendix A***

I certify that, in my capacity as the project manager, I believe to the best of my knowledge that all system components are compatible as stated in this document.

Approval(s) is required as per QA-C-10 CCB Signature Matrix.

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## 1. Introduction

This document describes known issues and validated compatible Microsoft Windows updates for Neuroworks/Sleepworks products. Microsoft Windows updates for desktop operating systems are validated when a new desktop image is created by Natus. Microsoft Windows updates for server operating systems are not routinely validated. Customers can apply “Important” updates released by Microsoft that have not yet been validated by Natus, but may be asked to remove these update when Natus suspects a conflict. Natus is not responsible for the management and maintenance of Microsoft Windows updates on customer computers.

### 1.1. Glossary

None

### 1.2. Related Documents and Bibliography

DOC-004712 - Technical Bulletin - Neuroworks and Windows Updates KB2387149 and KB2506212  
DOC-027430 – Technical Bulletin – Problematic Windows 10 Updates January 2018

## 2. Microsoft Windows Update Compatibility

This section lists the most recent dates that Natus has validated compatibility of Microsoft Windows updates for NeuroWorks/SleepWorks products. See section [3](#) for a list of known problematic Microsoft Windows updates.

### 2.1. Windows XP and Windows Server 2003 R2

Microsoft has ended support for Windows XP and Windows Server 2003 R2 and will no longer issue security updates for any version of Windows XP or Windows Server 2003. As a result, these operating systems are no longer supported by Natus.

### 2.2. Windows 7 Professional, Service Pack 1

Windows 7 Professional is compatible with Neuroworks/Sleepworks version 7.1 and later for data acquisition and review. The only version of Windows 7 Professional validated is Windows 7 Professional Service Pack 1 64-bit. The 32-bit version has also been validated for data review only.

It has been verified that all updates to Microsoft Windows and to Microsoft Office marked as “Important” and released on any date up to and including **Feb 18 2015** are compatible with Neuroworks/Sleepworks. Windows updates marked as “Optional” are not routinely verified for compatibility with Neuroworks/Sleepworks.

### 2.3. Windows 7 Ultimate, Service Pack 1

Windows 7 Ultimate is compatible with Neuroworks/Sleepworks version 7.1 and later for data acquisition and review. The only version of Windows 7 Ultimate validated is Windows 7 Professional Service Pack 1 64-bit.

It has been verified that all updates to Microsoft Windows and to Microsoft Office marked as “Important” and released on any date up to and including **July 07 / 2017** are compatible with Neuroworks/Sleepworks. Windows updates marked as “Optional” are not routinely verified for compatibility with Neuroworks/Sleepworks.

### 2.4. Windows Server 2008 R2, Service Pack 1

Windows Server 2008 R2 is compatible with Neuroworks/Sleepworks version 7.1 and later for Data servers and for Citrix servers. The only version of Windows Server 2008 validated is Windows Server 2008 R2 Service Pack 1 64-bit.

It has been verified that all updates to Microsoft Windows updates marked as “Important” and released on any date up to and including **December 13<sup>th</sup> 2011** are compatible with Neuroworks/Sleepworks. Windows updates marked as “Optional” are not routinely verified for compatibility with Neuroworks/Sleepworks.

Service Packs for Microsoft SQL Server 2008 R2 Standard Edition are available as “Optional” Windows Updates. It has been verified that Microsoft SQL Server 2008 R2 Service Pack 1 is compatible with Neuroworks/Sleepworks 7.1 and later.

### **2.5. Windows 10 Enterprise IOT LTSB**

Windows 10 Enterprise LTSB is compatible with Neuroworks/Sleepworks version 8.5 GMA1 and later for data acquisition and review. The only version of Windows 10 validated is Windows 10 Enterprise LTSB.

It has been verified that all updates to Microsoft Windows and to Microsoft Office marked as “Important” and released on any date up to and including **Oct 29/2018** are compatible with Neuroworks/Sleepworks. Windows updates marked as “Optional” are not routinely verified for compatibility with Neuroworks/Sleepworks.

### **2.6. Windows Server 2012 R2, Standard**

Windows Server 2012 R2 is compatible with Neuroworks/Sleepworks version 8.1 and later for Data servers & Neurowork 8.4 and later for Citrix servers. The only version of Windows Server 2012 validated is Windows Server 2012 R2 Standard 64-bit.

It has been verified that all updates to Microsoft Windows updates marked as “Important” and released on any date up to and including **May 30th 2017** are compatible with Neuroworks/Sleepworks. Windows updates marked as “Optional” are not routinely verified for compatibility with Neuroworks/Sleepworks.

### **2.7. Windows Server 2016 Standard**

Windows Server 2016 is compatible with Neuroworks/Sleepworks version 8.5 and later for Data servers & Citrix servers. The only version of validated is Windows Server 2016 Standard 64-bit.

It has been verified that all updates to Microsoft Windows updates marked as “Important” and released on any date up to and including **Aug 23, 2018** are compatible with Neuroworks/Sleepworks. Windows updates marked as “Optional” are not routinely verified for compatibility with Neuroworks/Sleepworks.

## **3. List of Known Problematic Windows Updates**

| <b>Problematic Windows Server Updates</b> |  |
|---|--|
| <b>Update Package</b>                     | <b>Description</b>   |
| KB4056898<br>KB4056895                    | Applies to Windows Server 2012 R2 Standard<br><br>These updates have a known issue that breaks functionality in NeuroWorks/SleepWorks. Microsoft has resolved this issue in KB4057401. |

| <b>Problematic Windows 10 Updates</b> |   |
|---------------------------------------|---|
| <b>Update Package</b>                 | <b>Description</b>  |
| KB4056893                             | Applies to Windows 10 Enterprise released in July 2015 (Version 1507).<br><br>This update has a known issue that breaks functionality in NeuroWorks/SleepWorks. Microsoft has resolved this issue in KB4075199. |

|           |   |
|-----------|---|
| KB4056888 | Applies to Windows 10 Version 1511 (November Update).<br><br>This update has a known issue that breaks functionality in NeuroWorks/SleepWorks. Microsoft has resolved this issue in KB4075200.      |
| KB4056890 | Applies to Windows 10 Version 1607 (Anniversary Update).<br><br>This update has a known issue that breaks functionality in NeuroWorks/SleepWorks. Microsoft has resolved this issue in KB4057142.   |
| KB4056891 | Applies to Windows 10 Version 1703 (Creators Update).<br><br>This update has a known issue that breaks functionality in NeuroWorks/SleepWorks. Microsoft has resolved this issue in KB4057144.      |
| KB4056892 | Applies to Windows 10 Version 1709 (Fall Creators Update).<br><br>This update has a known issue that breaks functionality in NeuroWorks/SleepWorks. Microsoft has resolved this issue in KB4073291. |

| Problematic Windows 7 Updates |   |
|-------------------------------|---|
| Update Package                | Description   |
| KB2387149 & KB2506212         | These updates will cause the Natus Neuroworks/Sleepworks database (XLDB) to crash for the versions listed below:<br>6.1 below build 904<br>6.3 below build 645<br>7.0 below build 1248<br><br>All Natus Neuroworks/Sleepworks versions above 7.0 are not affected by these Windows updates. See Natus internal Technical Bulletin DOC-004712 for more details.  |
| KB2799926                     | This update causes BitLocker drive encryption to not function properly. Refer to Natus internal knowledge base article <a href="#">KB0049</a> for more details.   |
| KB2918614                     | This update affects MSI installations, see <a href="https://support.microsoft.com/en-us/kb/2918614">https://support.microsoft.com/en-us/kb/2918614</a> . Attempts to use Natus Cerebrum to remotely push the MSI installation of the Natus NetServer agent to client computers will fail if this update is installed on the client computer. The update must be uninstalled to be able to install NetServer. Refer to Natus internal knowledge base article ' <a href="#">Failure to push NetServer via RemoteManager</a> ' for more details. |

## Appendix A – Revision History

| Revision      | Date         | Author         | Changes   |
|---------------|--------------|----------------|---|
| A             | May 29, 2008 |                | Initial document  |
| B             | 9 Jan 2008   |                | Added latest updates for Windows XP Pro Service Pack 3          |
| C             | 26 Mar 2009  |                | Added 12 new security updates for Windows XP Pro Service Pack 3 |
| D             | 12 May 2009  |                | Added 10 new security updates for Windows XP Pro Service Pack 3 |
| E (ECO#1487)  | 5 June 2009  | Mathieu Allard | Added instructions for Windows XP Service Pack 3 installation.  |
| F (ECO#7832)  | 15 Dec 2009  | Mathieu Allard | Added 37 new security updates for Windows XP Pro Service Pack 3 |
| G (ECO#7909)  | 5 Jan 2010   | Mathieu Allard | Added 6 new security updates for Windows XP Pro Service Pack 3  |
| H (ECO#8641)  | 11 May 2010  | Mathieu Allard | Added 21 new security updates for Windows XP Pro Service Pack 3 |
| J (ECO#8117)  | 13 Aug 2010  | Mathieu Allard | Added 35 new security updates for Windows XP Pro Service Pack 3 |
| K (ECO#9685)  | 14 Dec 2010  | Mathieu Allard | Added 29 new security updates for Windows XP Pro Service Pack 3 |
| L (ECO#10154) | 25 Feb 2011  | Lennox James   | Added 36 new security updates for Windows XP Pro Service Pack 3 |

|                 |              |                |  |
|-----------------|--------------|----------------|--|
| M (ECO#11653 )  | 10 Nov 2011  | Savio Silva    | Added 33 new security updates for Windows XP Pro Service Pack 3  |
| N (ECO#11766)   | 12 Dec 2011  | Mathieu Allard | Added security updates for Windows 7 and Windows Server 2008 R2  |
| P (DCO#5969)    | 26 Jan 2012  | Lennox James   | Added security updates for Windows Server 2008 R2  |
| R (ECO#12598)   | 6 Jun 2012   | Mathieu Allard | Added security updates for Windows 7. Added mention of MS Office.  |
| U (ECO#13026)   | 15 Oct 2012  | Mathieu Allard | Added security updates for Windows 7. Added mention of MS Office.  |
| V (ECO#12873)   | 24 Aug 2012  | Savio Silva    | Added updates for Windows 7, SQL2008 R2, MS Office.  |
| W (ECO#13436)   | 12 Dec 2012  | Lennox James   | Added updates for Windows 7, SQL2008 R2 SP1  |
| X (ECO#13479 )  | 7 Jan 2013   | Mathieu Allard | Added 35 new security updates for Windows XP Pro Service Pack 3  |
| Y (ECO#13587)   | 6 Feb 2013   | Mathieu Allard | Added updates for Windows 7, SQL2008 R2 SP1  |
| Z (ECO#13679)   | 22 Feb 2013  | Mathieu Allard | Added updates for Windows 7 Ultimate, SQL2008 R2 SP1   |
| ZA (ECO#13939)  | 08 Apr 2013  | Mathieu Allard | Added updates for Windows 7 Ultimate, SQL2008 R2 SP1   |
| ZB (DCO#7795)   | 26 Jun 2013  | Mathieu Allard | Added updates for Windows 7 Ultimate, SQL2008 R2 SP1   |
| ZC (DCO#11000)  | 15 Jan 2015  | Kenny Leung    | Added updates for Windows 7 Ultimate   |
| ZD (DCO#11767)  | 30 Mar 2015  | Kenny Leung    | Added updates for Windows 7 Ultimate   |
| ZE (DCO#13693)  | 16 Oct 2015  | Lennox James   | Removed list of Windows XP updates since it's no longer supported by Microsoft. Changed title to include product names and guidance. Create a section for a list of known problematic updates. |
| ZF (DCO#15922)  | 09 Jun 2016  | Kenny Leung    | Added updates for Windows 7 Ultimate   |
| ZG (DCO#17144)  | 02 Sept 2016 | Lennox James   | Added updates for Windows 7 Ultimate   |
| ZH (DCO#18082)  | 23 Nov 2016  | Rahul Pandya   | Added updates for Windows 7 Ultimate   |
| ZI (DCO# 22394) | 02 Nov 2017  | Rahul Pandya   | Added updates for Windows 7 Ultimate<br>Added updates for Windows 10 Enterprise LTSB<br>Added updates for Windows Server 2012 R2 Standard  |
| ZJ (DCO#23881)  | 06 Feb 2018  | Lennox James   | Updated known problematic updates with Windows 10 and Server 2012 R2 issues  |
| ZK (DCO#26207)  | 26-Jun-2018  | Rahul Pandya   | Added updates for Windows 10 Enterprise LTSB   |
| ZK (DCO#30187)  | 15-Jan-2019  | Rahul Pandya   | Added updates for Windows 10 Enterprise LTSB<br>Added section for Windows Server 2016 updates  |

## Appendix B - Review Comments

| Rev. | Reviewer | Section | Comments | Response |
|------|----------|---------|----------|----------|
|      |          |         |          |          |