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 QMS-005321 Change Control Board Matrix.

Table of Contents

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 updates 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 13th 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 **Mar 08/2019** 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 & Neuroworsk 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.

2.8. Windows 10 Enterprise 2019 LTSC

Windows 10 Enterprise 2019 LTSC is compatible with Neuroworks/Sleepworks version 9.1 GMA2 and later for data acquisition and review. The only version of Windows 10 Enterprise 2019 LTSC validated is version 1809.

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 **September 28th, 2020** 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

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

Problematic Windows 10 Updates	
Update Package	**Description**
KB4056893	Applies to Windows 10 Enterprise released in July 2015 (Version 1507). 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). 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). 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). 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). 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: 6.1 below build 904 6.3 below build 645 7.0 below build 1248 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 KB0049 for more details.

KB2918614	This update affects MSI installations, see https://support.microsoft.com/en-us/kb/2918614. 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 'Failure to push NetServer via RemoteManager' for more details.

Appendix A – Revision History

Revision	Draft Date	Change Order	Changes
A	29 May 2008	ECO#0100	Initial document
B	9 Jan 2008	DCO#0836	Added latest updates for Windows XP Pro Service Pack 3
C	26 Mar 2009	DCO#1213	Added 12 new security updates for Windows XP Pro Service Pack 3
D	12 May 2009	DCO#1368	Added 10 new security updates for Windows XP Pro Service Pack 3
E	5 June 2009	ECO#1487	Added instructions for Windows XP Service Pack 3 installation.
F	15 Dec 2009	ECO#7832	Added 37 new security updates for Windows XP Pro Service Pack 3
G	5 Jan 2010	ECO#7909	Added 6 new security updates for Windows XP Pro Service Pack 3
H	11 May 2010	ECO#8641	Added 21 new security updates for Windows XP Pro Service Pack 3
J	13 Aug 2010	ECO#8117	Added 35 new security updates for Windows XP Pro Service Pack 3
K	14 Dec 2010	ECO#9685	Added 29 new security updates for Windows XP Pro Service Pack 3
L	25 Feb 2011	ECO#10154	Added 36 new security updates for Windows XP Pro Service Pack 3
M	10 Nov 2011	ECO#11653	Added 33 new security updates for Windows XP Pro Service Pack 3
N	12 Dec 2011	ECO#11766	Added security updates for Windows 7 and Windows Server 2008 R2
P	26 Jan 2012	DCO#5969	Added security updates for Windows Server 2008 R2
R	6 Jun 2012	ECO#12598	Added security updates for Windows 7. Added mention of MS Office.
U	15 Oct 2012	ECO#13026	Added security updates for Windows 7. Added mention of MS Office.
V	24 Aug 2012	ECO#12873	Added updates for Windows 7, SQL2008 R2, MS Office.
W	12 Dec 2012	ECO#13436	Added updates for Windows 7, SQL2008 R2 SP1
X	7 Jan 2013	ECO#13479	Added 35 new security updates for Windows XP Pro Service Pack 3
Y	6 Feb 2013	ECO#13587	Added updates for Windows 7, SQL2008 R2 SP1
Z	22 Feb 2013	ECO#13679	Added updates for Windows 7 Ultimate, SQL2008 R2 SP1
ZA	08 Apr 2013	ECO#13939	Added updates for Windows 7 Ultimate, SQL2008 R2 SP1
ZB	26 Jun 2013	DCO#7795	Added updates for Windows 7 Ultimate, SQL2008 R2 SP1
ZC	15 Jan 2015	DCO#11000	Added updates for Windows 7 Ultimate
ZD	30 Mar 2015	DCO#11767	Added updates for Windows 7 Ultimate
ZE	16 Oct 2015	DCO#13693	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	09 Jun 2016	DCO#15922	Added updates for Windows 7 Ultimate
ZG	02 Sept 2016	DCO#17144	Added updates for Windows 7 Ultimate
ZH	23 Nov 2016	DCO#18082	Added updates for Windows 7 Ultimate
ZI	02 Nov 2017	DCO# 22394	Added updates for Windows 7 Ultimate Added updates for Windows 10 Enterprise LTSB Added updates for Windows Server 2012 R2 Standard
ZJ	06 Feb 2018	DCO#23881	Updated known problematic updates with Windows 10 and Server 2012 R2 issues
ZK	26-Jun-2018	DCO#26207	Added updates for Windows 10 Enterprise LTSB
ZL	15-Jan-2019	DCO#30187	Added updates for Windows 10 Enterprise LTSB Added section for Windows Server 2016 updates
ZM	19 June 2019	DCO#33258	Added updates for Windows 10 Enterprise LTSB
ZN	16 June 2020	DCO#41809	Added updates for Windows 10 Enterprise 2019 LTSC

| ZO | 04 Jan 2021 | DCO#45854 | Added updates for Windows 10 Enterprise 2019 LTSC |

Appendix B - Review Comments

Rev.	Reviewer	Section	Comments	Response