After running Windows 2012 updates, the EFT Admin interface hangs and never opens

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT, v7.4.X and later

SYMPTOM

After running Windows updates on Windows 2012, the EFT Admin interface hangs and never opens. Any attempt to kill the application (from task manager or by other means) fails.

RESOLUTION/WORKAROUND

1. Run Windows Update and verify KB4507457 was installed.
2. If it was not installed, install KB4507457 from Microsoft's website directly: https://www.catalog.update.microsoft.com/Search.aspx?q=KB4507457
3. Select the Windows Server 2012 R2 variant.
4. Restart the EFT server service.

MORE INFORMATION

It's very important to install the Microsoft Windows updates when prompted.

Having these updates installed on the system allow the EFT admin interface to work properly:

Source Description HotFixID InstalledBy InstalledOn

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CELES0342012 Security Update KB4506977 NT AUTHORITY\SYSTEM 8/22/2019 12:00:00 AM

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CELES0342012 Update KB4507005 NT AUTHORITY\SYSTEM 8/22/2019 12:00:00 AM

CELES0342012 Security Update KB4503308 NT AUTHORITY\SYSTEM 8/22/2019 12:00:00 AM

CELES0342012 Security Update KB4504418 NT AUTHORITY\SYSTEM 8/22/2019 12:00:00 AM

CELES0342012 Update KB4517298 NT AUTHORITY\SYSTEM 8/22/2019 12:00:00 AM

CELES0342012 Security Update KB4512488 NT AUTHORITY\SYSTEM 8/22/2019 12:00:00 AM

CELES0342012 Security Update KB4511872 NT AUTHORITY\SYSTEM 8/22/2019 12:00:00 AM

CELES0342012 Security Update KB4512489 NT AUTHORITY\SYSTEM 8/22/2019 12:00:00 AM

CELES0342012 Security Update KB4503290 NT AUTHORITY\SYSTEM 8/22/2019 12:00:00 AM

CELES0342012 Security Update KB4489883 NT AUTHORITY\SYSTEM 8/22/2019 12:00:00 AM

CELES0342012 Update KB4093753 NT AUTHORITY\SYSTEM 8/22/2019 12:00:00 AM

CELES0342012 Security Update KB4480964 NT AUTHORITY\SYSTEM 8/22/2019 12:00:00 AM

CELES0342012 Security Update KB4487028 NT AUTHORITY\SYSTEM 8/22/2019 12:00:00 AM

CELES0342012 Security Update KB4499165 NT AUTHORITY\SYSTEM 8/22/2019 12:00:00 AM

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CELES0342012 Security Update KB4493467 NT AUTHORITY\SYSTEM 8/22/2019 12:00:00 AM

CELES0342012 Update KB4506996 NT AUTHORITY\SYSTEM 8/23/2019 12:00:00 AM

CELES0342012 Security Update KB4483469 NT AUTHORITY\SYSTEM 8/23/2019 12:00:00 AM

CELES0342012 Security Update KB4506962 NT AUTHORITY\SYSTEM 8/23/2019 12:00:00 AM

CELES0342012 Security Update KB4495586 NT AUTHORITY\SYSTEM 8/23/2019 12:00:00 AM

CELES0342012 Security Update KB4507457 NT AUTHORITY\SYSTEM 8/23/2019 12:00:00 AM

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