

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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