Cyberlogic Knowledge Base

KB2018-02: ISSUES FOLLOWING UPDATE TO WINDOWS 10 VERSION 1803

As reported by numerous media outlets, the Microsoft April 2018 Update for Windows 10 (version 1803) corrupted many previously functional applications, including version 9.0 of the Cyberlogic software suites.

This article describes the possible problems that a user may experience following the installation of this update and explains how to restore the full functionality of the Cyberlogic software.

Applies To:

After applying the April 2018 Update for Windows 10, some features of the Cyberlogic software suites may fail to function properly. All Cyberlogic software suites version 9.0 are affected, including the Schneider Electric edition of the MBX Driver Suite.

Issues:

After installing the April 2018 Update for Windows 10, several issues may cause the Cyberlogic software to not function properly. The issues depend on what software suites you have installed but can include any of the following:

- Plug-and-Play (PnP) devices, such as USB, PCIe, and PCI cards, that were already configured may stop functioning, and may be rediscovered and recreated as new devices with new device numbers.

- Cyberlogic devices may fail to appear in the Performance Monitor.

- The Cyberlogic OPC Server may start, but the OPC clients may not be able to connect to it.

Resolution:

The following is a procedure that you must follow to restore full functionality of the Cyberlogic software:

1. Uninstall Cyberlogic Suites from the system. Also, unistall the Schneider Electric – MBX Driver Suite if it is installed on your system.

2. Reinstall all your previously installed Cyberlogic software suites version 9.0. The suites that have already been activated will remain activated, so no additional activations will be required.

Technical Support:

If you have any questions or problems with this procedure, please contact Cyberlogic's Technical Support group by emailing techsupport@cyberlogic.com, or by calling 248-631-2288.

Cyberlogic's website, www.cyberlogic.com, has information on related products, news, software downloads and contact information.

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