Critical Announcement: Lasernet and the latest Windows update

2021-03-25 - Jason Gillan - Comments (0) - Lasernet News
Fix released see below

Microsoft's latest Windows update was released on 9th March 2021 across multiple operating systems. You may have already seen in the news that this update contains a bug resulting in crashing, caused by a memory leak where Windows doesn't clear a bitmap from memory.

Forms Engine, PDF Converter and WinPrint Output port all use Windows Spooler to create EMF files, which result in the memory leak. This doesn't only occur with printing, but with creating PDF and EMF files. This is a Microsoft issue and is not caused by Lasernet.

This affects the Windows Print Spooler behaviour, so it affects all versions of Lasernet and there is no possible workaround. Microsoft is currently investigating the issue but we have no ETA on a fix.

The affected updates are (but not limited to):

- KB5000802: Windows 10 2004/20H2 & Windows Server 2004/20H2
- KB5000808: Windows 10 1909 & Windows Server 1909
- KB5000822: Windows 10 1809 & Windows Server 2019
- KB5000809: Windows 10 1803 & Windows Server 1803
- KB5000848: Windows Server 2012 R2

Latest 30th March 2021 - FIX released.

We have finally received an official update from the Microsoft support escalation engineers that the below KB's includes fixes for the out-of-band issue causing a memory leak in Lasernet and printing problems in many other software solutions.

complete list of official updates:

These are the Windows 10 build numbers and they also include the server versions:

20h1/2 - https://support.microsoft.com/en-us/help/5001649

19h1/2 - https://support.microsoft.com/en-us/help/5001648

Server 2019, 1809/RS5 - https://support.microsoft.com/en-us/help/5001638

1803/RS4 - https://support.microsoft.com/en-us/help/5001634

Server 2016 RS1- https://support.microsoft.com/en-us/help/5001633

TH1- https://support.microsoft.com/en-us/help/5001631

Server 2012 R2, Win8.1 - https://support.microsoft.com/en-us/help/5001640

Server 2012 - https://support.microsoft.com/en-us/help/5001641

Server 2008, Win 7.0 SP1 - https://support.microsoft.com/en-us/help/5001639

Server 2008 SP2 - https://support.microsoft.com/en-us/help/5001642

Please install the March monthly updates and the memory leaks should no more be present in the Lasernet Developer and Server applications.

If you would like further information regarding this, please contact your Account Manager or Lasernet Support.