

Doc Type	Tech Alerts
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GR or remote platform deployment to a system running Windows 10, version 1803 may cause a kernel mode crash or blue screen

SUMMARY

The issue is known to effect System Platform versions:

- 2014 R2 SP1 Patch 02
- 2017 Update 2

SITUATION

Deployment of a platform (GR or remote) to a system running Microsoft's recently released **Windows 10, version 1803** may cause a kernel mode crash or blue screen on the target deployment node.

SYMPTOMS

- The platform deployment has finished the file transfer phase.
- The kernel crash happens in the runtime environment setup phase on the target deployment platform, either GR or remote node.

ACTION

Implement one of the following workarounds:

- Workaround 1 – Do not use or apply Windows 10, version 1803 on either GR or remote node.
- Workaround 2 – Roll back to a version previous to Windows 10, version 1803. Refer to Microsoft for instructions on rolling back or uninstalling Windows 10, version 1803.
- Workaround 3 – Uncheck the **Enable storage to historian** option under each AppEngine as follows:
 1. Logon to the IDE.
 2. Open the target deployment platform, GR or the remote.
 3. Navigate to the engine page on the General tab.
 4. Make sure the option **Enable storage to historian** is not checked (Figure 2 below).

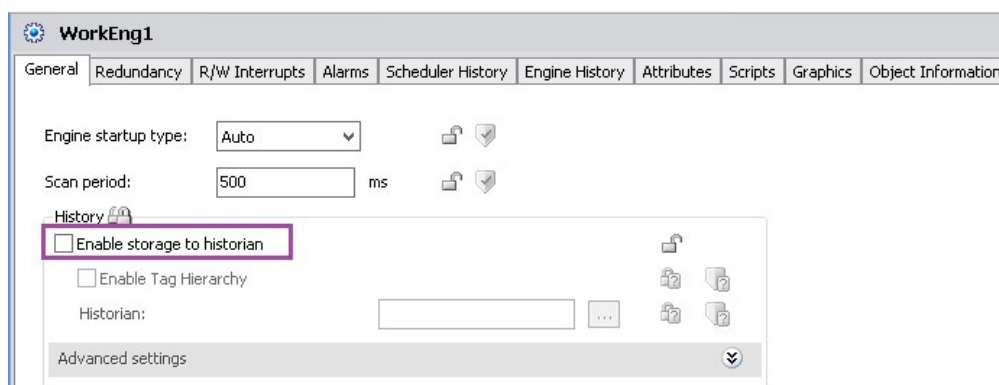


Figure 2: Uncheck Enable storage to historian.

NOTE: For Workaround 3, AppEngines running on this platform are no longer configured to send attribute alarms and history data to the Historian. To configuring alarm data, refer to **Configuring Alarming for System Objects** in the IDE.pdf guide.

NOTE: This issue is under active investigation for possible additional solutions. Reference CR **L00149431**

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Wonderware Status Update (August 10, 2018)

As an *alternative* to the workarounds noted above, contact Global Customer Support for a Hot Fix (HF) to address this issue on the following versions.

System Platform version	HF / CR number
2014 R2 SP1 Patch 02	L00150158
2017 Update 2	L00149431

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