

Technical Bulletin

ScanMaster Fonts Affected by Windows Server (2003/2008) Updates

February 23, 2015
SM-TECH-15:02 Issue 2

UPDATE FOR THIS ISSUE

A Microsoft fix is now available that fixes the ScanMaster Fonts being affected by the Windows Server (2003/2008) Update.

The new fix install (or downloadable installer) corrects the Font issue from KB3013455 without needing to uninstall that problem update. Now that it is available, using the original update plus the new Microsoft fix is preferable to de-installing the update, since KB3013455 provides other operational or security advantages.

UPDATE DETAILS

The fix has been assigned Knowledge Base KB3037639

Instead of uninstalling and hiding the original fix, download the KB3037639 to correct the font issue. Installing both fixes is the best course of action since it enables the improvements from the original fix without the down-side font issues.

Get the Hotfix or specific installer for your OS from here:

<http://support2.microsoft.com/kb/3037639>

ORIGINAL ISSUE FROM THIS BULLETIN

Microsoft Update KB3013455 for Windows Server 2003 and 2008 operating systems was issued on 11-Feb-15, and changes the standard Arial font that ScanMaster uses for its financial screens.

As a result, these screens — including pickups, loans and SRR — become are difficult to read.

RESOLUTION

You must uninstall this update and reboot the server.

You will also be required to “hide” this update, or otherwise ensure that this particular update will not be automatically downloaded and installed again once you have removed it.