



Dear Customer,

The purpose of this Security Advisory is to update you on recent issues that have been identified and resolved.

Safend Data Protection Agent Security Advisory 17.05.2017

Safend Data Protection Agent dysfunctionality on **Windows 10 x64** caused by latest Microsoft KB releases KB4019472, KB4016871 and KB4019473

Description of issue

Safend is releasing this advisory to provide information about the dysfunctionality of the Safend Data Protection Agent caused by latest Microsoft KB releases, KB4019472, KB4016871 and KB4019473.

Upon installation of one of these KB's, after a reboot, the User Policy will be removed and latest Computer Policy will take effect. The Agent will not be able to communicate with the server, nor be uninstalled.

Severity Rating

Safend rates the severity level of this dysfunctionality as high.

Affected Versions

Product	Affected Versions	Platform
Safend Data Protection Agent	3.4.9 Windows 10	Windows 10 x64
Safend Data Protection Agent	3.4.9 SP1	Windows 10 x64
Safend Data Protection Agent	3.4.9 SP2	Windows 10 x64
Safend Data Protection Agent	3.4.9 SP2.1	Windows 10 x64

How to fix the problem

For **Option 1** below, Safend Data Protection Management Server minimum requirement is 3.4.9 SP2 , if you have lower version (except 3.4.9 SP1) you must first upgrade your server. If you have 3.4.9 SP1 please contact support@safend.com for further instructions. Use **Option 2** if from any reason you cannot upgrade the Agent.

Option 1 (Recommended): Upgrade Safend Data Protection Agent to 3.4.9797.0

Download build **3.4.9797.0** from the following link:

<https://cloud.safend.com/index.php/s/gm0Bp3n3EP5Wim0>

-Password: SafendDPS

-If you **have not yet installed KB4019472 or KB4016871 or KB4019473** and you are using Windows 10 x64

We recommend that you upgrade to **3.4.9797.0** and use this build for any future deployment.

-If you **already have one of the KB's installed**, please follow these steps:

- 1.Uninstall the KB.
- 2.Reboot the machine.
- 3.Upgrade the Safend Agent to **3.4.9797.0**.
- 4.Reboot the machine.

Option 2: Remove the KB.

If you cannot upgrade the agent for any reason.

- 1.Uninstall the KB .
- 2.Reboot the machine. The Agent will function again until the KB will be pushed again.

Support

In case support is required for this matter or you would like to leave feedback, please contact us by sending email to support@safend.com

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