Introduction

We have been made aware that recent Windows Security Updates can cause MyID Server installations to become non-functional. This document provides an initial notification & guidance to customers.

1 What is the impact on MyID?

When these Windows Security Updates are applied to servers that are hosting MyID, it can cause MyID to stop operating because of modifications that are applied to the distributed COM configuration of MyID server components.

The following Windows updates have been observed to cause these problems

- Windows Server 2019 - KB5005568
- Windows Server 2012 - KB5005613

After applying these updates, customers may notice an increase in distributed COM errors being logged in Windows System Events and potential failure of MyID features.

2 What steps should be taken?

Intercede are currently investigating the issue and will provide detailed information on corrective actions required. For now, Intercede advise against installing these Windows Updates on MyID Servers.

Further details will be posted on the Intercede Customer Portal - https://forums.intercede.com/