

Emergency Bulletin

WINDOWS 10 ANNIVERSARY UPDATE — TSB #1: TEMPORARY STOPGAP

Article Date:
September 20, 2016

IN THIS DOCUMENT

- Summary
- Description
- Resolution

If you are affected by the Windows 10 Anniversary Update, please let us know.

Provide your personal name, school/business name, email, and phone number by email:

tsb@comsift.com

OR SIMPLY REPLY TO THIS
EMAIL MESSAGE

SUMMARY

Updating from Microsoft Windows 10, Release 1511 to the Anniversary Update (released August 2, 2016) can cause Internet bandwidth to become saturated.

Note: A single client running Windows 10 can cause this problem. If there are no client computers running Windows 10, then this article is not applicable.

Note: This affects all ComSifter models.

DESCRIPTION

The Windows 10 operating system makes a request to download the update file for the Anniversary Update from the Windows Update server—a file that is 4–6 GB in size. The programming for the update then makes the request for the same file—over and over—several times a second. This process reoccurs every few minutes. The ComSifter dutifully attempts to download the file, but is constantly asked to reload the file.

The end result is that the ComSifter is doing nothing but downloading the same enormous file recursively. This results in the local network becoming extremely slow and unusable.

(TEMPORARY) RESOLUTION

Login to the ComSifter unit and follow these steps:

1. Navigate to Filter Setup > Master Filter > Full Exception Domain List.
 - a. Change Function to Delete.
 - b. Under Domain to Delete, choose windowsupdate.com.
 - c. Click Execute.
2. Navigate to Filter Setup > Master Filter > Banned Domain List.
 - a. Under Domain to Add, enter windowsupdate.com in the text box.
 - b. Click Execute.
3. Navigate to Users > User Management Utilities > Step 4c-Client Program/Application Bypass.
 - a. Change Function to Delete.
 - b. Under Domain to Delete, choose windowsupdate.com (if present).
 - c. Click Execute.
 - d. Repeat steps a–c for the domain download.windowsupdate.com (if present).
4. Navigate to Users > Bypass User or Computer > Bypass User.
 - a. Change Function to Remove Bypass.
 - b. Under Select User Name to Remove Bypass, choose the first item in the list.
 - c. Click Execute.
 - d. Repeat for all items in the Select User Name to Remove Bypass list.
5. Navigate to Users > Bypass User or Computer > Bypass Computer.
 - a. Repeats steps 4a–4d above, choosing the appropriate items for IP addresses.

CS-8D Pro units only



Within approximately five (5) minutes, the local network should return to normal.

Comsift, Inc. is working around the clock to investigate and resolve what is happening with the Windows 10 Anniversary Update. Future Technical Service Bulletin(s) will be transmitted to provide additional information.