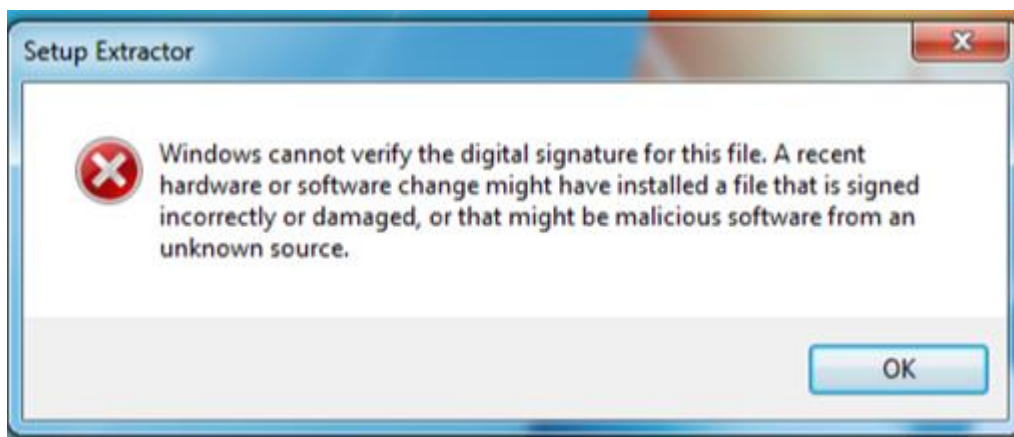


AVG Business Edition 2018 Installation Known Issues

Date: June 12, 2020

Overview

During installation of AVG 2018 Business Edition, the operation may fail with the below pop-up message. This could be due to corrupted media or missing required Microsoft patches that would be required to validate the signature of the installation media. Unfortunately, GE cannot confirm which patches are required for successful AVG Business Edition 2018 installation. It may be a subset or all updates.



Recommendations:

To correct the issue:

- Verify that the source of installation media is not corrupted.
- Verify that the HMI is updated with TIL 1951

As mentioned in TIL 2086, Due to the variation in customer networks and frequency of OEM patch releases, GE cannot validate all firmware or software patch updates. As a result, the following general guidelines should be considered.

- Take an image backup of the device to be updated (HMI, historian, etc.)
- Test the applicable OEM's software/firmware update. In rare instances, updates may impact the device's function. As such, new updates should be tested within a testbed

platform before installing into a production environment. If a testbed is not feasible, apply update to only one or two devices before being propagated to the entire plant.

- Install the applicable OEM's software/firmware update.

Sites may refer to below KBs from Microsoft and identify the applicable windows updates:

Link to Windows 7 SP1 : <https://support.microsoft.com/en-us/help/15090/windows-7-install-service-pack-1-sp1>

Link to Windows Update Catalog: <http://www.catalog.update.microsoft.com/home.aspx>

GE Power Product Security Incident Response Team (PSIRT)

GE is committed to helping ensure the security of its customer base. To report product security issues and to request security support, contact GE Power PSIRT at www.ge.com/power/cybersecurity or GEPowerCVD@ge.com.