



REMISOL ADVANCE SECURITY UPDATE

NORMAND INFO
Medical Solutions

May 17, 2017

Over the past few days, many organizations around the world have fallen victim to the malicious “WannaCrypt” exploit.

Normand-Info provides a “Remisol Advance System Update” kit on a quarterly basis; however, the solutions for the vulnerability described in the Microsoft Security Bulletin MS17-010 are not included in the latest “Q1 2017” edition, and therefore require immediate action (instructions on the next page).

As a longer term solution, the “Remisol Advance System Update” kit will be upgraded in the following days, and will provide the complete set of patches to secure your system; we shall let you know in a separate communication letter.

Sincerely yours,

Jean-Louis GAVEL.

OFFICIAL MICROSOFT INFORMATION

The official information provided by Microsoft can be found at these links:

- Microsoft Security Bulletin MS17-010:

<https://technet.microsoft.com/en-us/library/security/ms17-010.aspx#Affected%20Software%20and%20Vulnerability%20Severity%20Ratings>

- Customer Guidance for WannaCrypt attacks:

https://blogs.technet.microsoft.com/msrc/2017/05/12/customer-guidance-for-wannacrypt-attacks/?utm_source=Direct



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PROCEDURE

Please ensure you follow this procedure step-by-step!

Pre-requisite: these patches should be installed on up-to-date Remisol machines.

IDENTIFYING THE OPERATING SYSTEM (OS) OF THE REMISOL SERVER AND CLIENTS:

To find out what OS is currently running on the machine:

Start menu > Control panel > System and Security > System

Then please download the respective patch / Knowledge base for the OS – please read on.

DOWNLOADING THE MICROSOFT OPERATING SYSTEM (OS) PATCHES / KNOWLEDGE BASE (KB)

In regards to the Remisol Advance machines, whether hardware or virtualized, the following patches should be immediately installed:

OS	Patch / KB	File size
Windows 7	KB4012212	18.8 MB
Windows 10	KB4012606	1 GB
Windows Server 2008 R2	KB4012212	33.1 MB
Windows Server 2012 R2	KB4012213	37.0 MB

- For Windows 7 machines please download KB4012212:

http://download.windowsupdate.com/d/msdownload/update/software/secu/2017/02/windows6.1-kb4012212-x86_6bb04d3971bb58ae4bac44219e7169812914df3f.msu

- For Windows 10 machines please download KB4012606:

http://download.windowsupdate.com/c/msdownload/update/software/secu/2017/03/windows10.0-kb4012606-x64_e805b81ee08c3bb0a8ab2c5ce6be5b35127f8773.msu



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- For Windows Server 2008 machines please download KB4012212:

http://download.windowsupdate.com/d/msdownload/update/software/secu/2017/02/windows6.1-kb4012212-x64_2decefaa02e2058dcd965702509a992d8c4e92b3.msu

- For Windows Server 2012 machines please download KB4012213:

http://download.windowsupdate.com/c/msdownload/update/software/secu/2017/02/windows8.1-kb4012213-x64_5b24b9ca5a123a844ed793e0f2be974148520349.msu



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PREPARING A USB STICK WITH THE MICROSOFT OS PATCHES

To update Remisol machines, the OS patches will need to be downloaded to a USB flash drive.

On a machine connected to the Internet:

- Use a new USB stick with sufficient space for the OS patches needed. If downloading more than one OS patch, create a separate folder for each OS.
- Plug the USB stick to the machine.
- Scan the USB stick for viruses - **Please ensure your antivirus is up to date! If not please update it first before you scan the USB stick,**
- Connect to the Internet via your web browser,
- Download the adequate patch / KB for the Remisol machine OS that you are going to secure / download all patches / KBs for the various OS and save them onto the USB stick in their respective folder.

Your USB stick is now ready.



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APPLYING THE MICROSOFT OS PATCHES

The Remisol production application will need to be stopped for the OS updates. Please coordinate with the lab manager with the understanding that this is a priority security update.

- **On a network of Remisol machines**

(Here we mean Remisol machines connected to the hospital / laboratory network; for machines NOT connected to any network, please refer to **On standalone Remisol machines i.e. not connected to the hospital/laboratory network** below

Power off each of the Remisol client machines,

On the Remisol server

On the Remisol server, stop all running applications and exit Remisol,

Log on the machine with the Remisol login with the highest administrative rights in your laboratory!

Back up the Remisol database. To do so, click on Windows **Start** button in the desktop lower left corner > (**All Programs** if applicable) > **3 – Save Remisol Advance database**; the Remisol database will be backed up to its default location: **D:\MSSQL\Backup** under the name **Custom.dat**.

When the database backup is completed, it is necessary to switch the **Windows Update** service to **Manual** to be able to install Operating System patches / Knowledge Base on a Remisol machine manually.

To do so, either:

- Click on the **Start** button > **Control Panel** > **Administrative Tools**.
- Click on the **Start** button, type "Control panel" (without the quotes) in the **Run** command (the blank field at the bottom of the menu), then in the **Control Panel**, double-click on **Administrative Tools**.

In the right panel of the **Administrative Tools** windows, look for **Services** – once you find it, double-click on it to open the **Services** window, listing all services; look for the service named **Windows Update**.

Select it by clicking once on it and then right-click on it to bring up a contextual menu.



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In the contextual menu click on Properties; this will display the **Windows Update Properties** window

In the **General** tab, change the **Startup type** to **Manual** from the drop-down list.

Validate the modification with the **OK** button and close all previously opened windows.

- Plug in the USB stick previously created,
- In Windows File Explorer, drill down the USB stick for the adequate patch / KB for the current OS – please refer to the table in the above section *DOWNLOADING THE MICROSOFT OPERATING SYSTEM (OS) PATCHES / KNOWLEDGE BASE (KB)*,
- Double click on the patch / KB to launch its installation – follow onscreen instructions,
- When completed, unplug the USB stick,

It is now necessary to switch back the **Windows Update** service to **Disabled** as before.

- To do so, either:
 - Click on the **Start** button > **Control Panel** > **Administrative Tools**.
 - Click on the **Start** button, type “Control panel” (without the quotes) in the **Run** command (the blank field at the bottom of the menu), then in the **Control Panel**, double-click on **Administrative Tools**.

In the right panel of the **Administrative Tools** windows, look for **Services** – once you found it, double-click on it to open the **Services** window, listing all services; look for the service named **Windows Update**.

Select it by clicking once on it and then right-click on it to bring up a contextual menu.

In the contextual menu click on Properties; this will display the **Windows Update Properties** window

In the **General** tab, change the **Startup type** from **Manual** to **Disabled** in the drop-down list.

Validate the modification with the **OK** button and close all previously opened windows.

- Restart the server.

The server is now patched.



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In case you have a Backup Server, please proceed the same way as the primary server.

On the Remisol client(s)

Proceed with the Remisol client machines one by one.

Restart the Remisol client,

Log on the machine with the login with the highest administrative rights in your laboratory!

Do not start any application; in case Remisol automatically starts, stop it,

At this stage, it is necessary to switch the **Windows Update** service to **Manual** to be able to install Operating System patches / Knowledge Base on a Remisol machine manually.

To do so, either:

- Click on the **Start** button > **Control Panel** > **Administrative Tools**.
- Click on the **Start** button, type "Control panel" (without the quotes) in the **Run** command (the blank field at the bottom of the menu), then in the **Control Panel**, double-click on **Administrative Tools**.

In the right panel of the **Administrative Tools** windows, look for **Services** – once you found it, double-click on it to open the **Services** window, listing all services; look for the service named **Windows Update**.

Select it by clicking once on it and then right-click on it to bring up a contextual menu.

In the contextual menu click on Properties; this will display the **Windows Update Properties** window

In the **General** tab, change the **Startup type** to **Manual** from the drop-down list.

Validate the modification with the **OK** button and close all previously opened windows.

Plug in the USB stick,

In Windows File Explorer, drill down the USB stick for the adequate patch / KB for the current OS – please refer to the table in the above section **DOWNLOADING THE MICROSOFT OPERATING SYSTEM (OS) PATCHES / KNOWLEDGE BASE (KB)**,



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Double click on the patch / KB to launch its installation – follow onscreen instructions,

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Select it by clicking once on it and then right-click on it to bring up a contextual menu.

In the contextual menu click on Properties; this will display the **Windows Update Properties** window

In the **General** tab, change the **Startup type** from **Manual** to **Disabled** in the drop-down list.

Validate the modification with the **OK** button and close all previously opened windows.

Restart the client.

The client is now patched.

Repeat these operations for every client on the network.

Once all clients were patched, your network should now be immune to the WannaCrypt exploit.



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- **On standalone Remisol machines i.e. not connected to the hospital / laboratory network**

On the Remisol standalone machine, stop all running applications and exit Remisol,

Log on the machine with the Remisol login with the highest administrative rights in your laboratory!

Back up the Remisol database. To do so, click on Windows **Start** button in the desktop lower left corner > (**All Programs** if applicable) > **3 – Save Remisol Advance database**; the Remisol database will be backed up to its default location: **D:\MSSQL\Backup** under the name **Custom.dat**,

When the database backup is completed, it is necessary to switch the **Windows Update** service to **Manual** to be able to install Operating System patches / Knowledge Base on a Remisol machine manually.

To do so, either:

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When completed, unplug the USB stick,

It is now necessary to switch back the **Windows Update** service to **Disabled** as before.

To do so, either:

- Click on the **Start** button > **Control Panel** > **Administrative Tools**.
- Click on the **Start** button, type "Control panel" (without the quotes) in the **Run** command (the blank field at the bottom of the menu), then in the **Control Panel**, double-click on **Administrative Tools**.

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Select it by clicking once on it and then right-click on it to bring up a contextual menu.

In the contextual menu click on Properties; this will display the **Windows Update Properties** window

In the **General** tab, change the **Startup type** from **Manual** to **Disabled** in the drop-down list.

Validate the modification with the **OK** button and close all previously opened windows.

Restart the standalone machine.

The standalone machine is now patched.

Repeat these operations for every single standalone machine.



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