REMISOL ADVANCE SECURITY UPDATE FOR WIN XP/ WIN 2003

June 7, 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 > **Settings** > **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 XP	KB4012598	668 KB
Windows Server 2003	KB4012598	952 KB

- For Windows XP machines please download
  - ✓ KB4012598:

  http://download.windowsupdate.com/d/csa/csa/secu/2017/02/windowsxp-kb4012598-x86-custom-enu_eceb7d5023bbb23c0dc633e46b9c2f14fa6ee9dd.exe,

  - ✓ Service Pack 3 package (prerequisite to KB install):

  http://www.download.windowsupdate.com/msdownload/update/software/dflt/2008/04/windowsxp-kb936929-sp3-x86-enu_c81472f7eeea2eca421e116cd4c03e2300ebfde4.exe

  - ✓ Executable (SYSADM.EXE prerequisite to KB install)

  http://www.remisoladvance.com/patchs/sysadm.exe

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- For Windows Server 2003 machines please download:
    - ✓ KB4012598:

        http://download.windowsupdate.com/c/csa/csa/secu/2017/02/windowsserver2003-kb4012598-x86-custom-enu_f617caf6e7ee6f43abe4b386cb1d26b3318693cf.exe

    - ✓ Executable (SYSADM.EXE prerequisite to KB install)

        http://www.remisoladvance.com/patchs/sysadm.exe

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PREPARING A USB STICK WITH THE MICROSOFT OS PATCHES, SERVICE PACK AND SYSADM.EXE EXECUTABLE

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 /Service pack and the SYSADM.EXE executable for the Remisol machine OS that you are going to secure 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*** sections below

☐ Power off each of the Remisol client machines,

On the "Windows 2003 Server" 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 (sysadm)!**

☐ 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**.

☐ Plug in the USB stick previously created,

☐ Explore the USB stick folders and look for the one in which you have downloaded KB/Service Pack and the executable.

☐ Double click on the file SYSADM.EXE, the Windows session will close.

☐ **Log on the machine again with the login with the highest administrative rights in your laboratory (sysadm)!**

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

☐ When completed, unplug the USB stick,

☐ Restart the server.

☐ The server is now patched.

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On the Windows XP 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 (sysadm)!**

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

☐ Plug in the USB stick,

☐ Explore the USB stick folders and look for the one in which you have downloaded KB/Service Pack and the executable.

☐ Double click on the file SYSADM.EXE, the Windows session will close.

☐ **Log on the machine again with the login with the highest administrative rights in your laboratory (sysadm)!**

☐ Double click on the Service Pack 3 installer located in the USB stick and follow onscreen instructions.

☐ Restart the Remisol client,

☐ **Log on the machine again with the login with the highest administrative rights in your laboratory (sysadm)!**

☐ Double click on the patch / KB located in the USB stick to launch its installation – follow onscreen instructions,

☐ When completed, unplug the USB stick,

☐ 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 a Windows Server 2003 standalone Remisol machines i.e. not connected to the hospital / laboratory network*

☐ Restart the standalone server,

☐ **Log on the machine with the Remisol login with the highest administrative rights in your laboratory (sysadm)!**

☐ 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**,

☐ Plug in the USB stick previously created,

☐ Explore the USB stick folders and look for the one in which you have downloaded KB/Service Pack and the executable.

☐ Double click on the file SYSADM.EXE, the Windows session will close.

☐ **Log on the machine again with the login with the highest administrative rights in your laboratory (sysadm)!**

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

☐ When completed, unplug the USB stick,

☐ Restart the standalone machine.

The standalone machine is now patched.

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On a Windows XP standalone Remisol machines i.e. not connected to the hospital / laboratory network

☐ Restart the standalone Remisol client,

☐ **Log on the machine with the login with the highest administrative rights in your laboratory (sysadm)!**

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

☐ 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**,

☐ Plug in the USB stick,

☐ Explore the USB stick folders and look for the one in which you have downloaded KB/Service Pack and the executable.

☐ Double click on the file SYSADM.EXE, the Windows session will close.

☐ **Log on the machine again with the login with the highest administrative rights in your laboratory (sysadm)!**

☐ Double click on the Service Pack 3 installer located in the USB stick and follow onscreen instructions.

☐ Restart the Remisol client,

☐ **Log on the machine again with the login with the highest administrative rights in your laboratory (sysadm)!**

☐ Double click on the patch / KB located in the USB stick to launch its installation – follow onscreen instructions,

☐ When completed, unplug the USB stick,

☐ Restart the client.

The client is now patched.