

# Software House

## C•CURE 9000 Technical Assistance Bulletin

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**Date:** November 23, 2022

**TAB number:** SWH-TAB-000035779

**Topic:** Microsoft Update Causes Enterprise Sync Issues

### Issue statement

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Installing a set of Microsoft server updates on the Active Directory or Domain Servers breaks Kerberos authentication causing synchronization to fail between Enterprise Application Servers.

### Background

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Enterprise synchronization is performed on the SQL database servers supporting the C•CURE Application Servers using Kerberos authentication. This authentication verifies that the service account has the rights to perform changes related to synchronization.

Kerberos authentication stops working when Microsoft Update KB5018485 (October 25, 2022) is installed. This update was included with Microsoft monthly updates released on November 8.

Without Kerberos authentication SQL cannot authenticate requests from other SQL servers resulting in Enterprise synchronization becoming inoperative.

**Note:** When reviewing C•CURE trace logs related to this issue, the error “cannot generate SSPI context” is found.

### Affected versions

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This issue affects the following items and C•CURE versions:

- Domain Controllers running Windows Server 2008, 2012, 2016, 2019, 2022.
- All C•CURE 9000 versions running Enterprise Application Servers.

### Solution

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- Install the latest out-of-band update from Microsoft to resolve the issue on Domain Controllers.
  - The out-of-band KB5019081 update is available on the Microsoft Support site [here](#).
- Remove the installed Microsoft update (KB5018485) from the Active Directory and Domain servers.

### Technical support contact details

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If you require further assistance with this technical advisory bulletin, contact Software House technical support.

Technical support telephone numbers		Technical support web portal links
US and LATAM	+1 800 507 6268	<a href="#">Support Case Online Portal</a>
EMEA and APAC	+ 800 2255 8926	<a href="#">Complete Support Contact List</a>

See the [Software House](#) website for the latest software releases and documentation.

## End of Technical Assistance Bulletin

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