

Tech Note: Fiery Software Manager does not detect the KB2999226 Windows update

Fiery Software Manager (FSM) included with the Command Workstation 6.3 SP1 package does not detect the KB2999226 Windows update, and erroneously states that the update still needs to be applied. After you apply the update, the error persists, and in some cases prevents the package from being installed.

Affects

Windows 7, Windows 8.1 64-bit

Solution

Apply the KB2999226 update from the link in FSM and restart the computer. In most cases installation will proceed without error.

However, if the error persists, an updated package has been released to address this issue. This package still requires the KB2999226 update to be installed, but now detects it correctly.

First quit FSM from the system tray, and then download/install the updated package from our [download site](#).

Note

The updated package has also been posted via FSM, so users who download the CWS 6.3 SP1 package after December 18th, 2018 will receive the updated installer. Existing users who already have CWS 6.3 SP1 installed will not receive a notification of an updated package, as they do not require the update.

Verify the updated package version

In the main FSM window the package is still listed as 6.3.0.152 SP1; however, it includes an updated version of FSM v4.2.0.14. To check the FSM version, click the settings icon in the bottom-left corner in FSM, to show the About screen.

