

## Problem and solution for updating Windows 7 OS

### Problem:

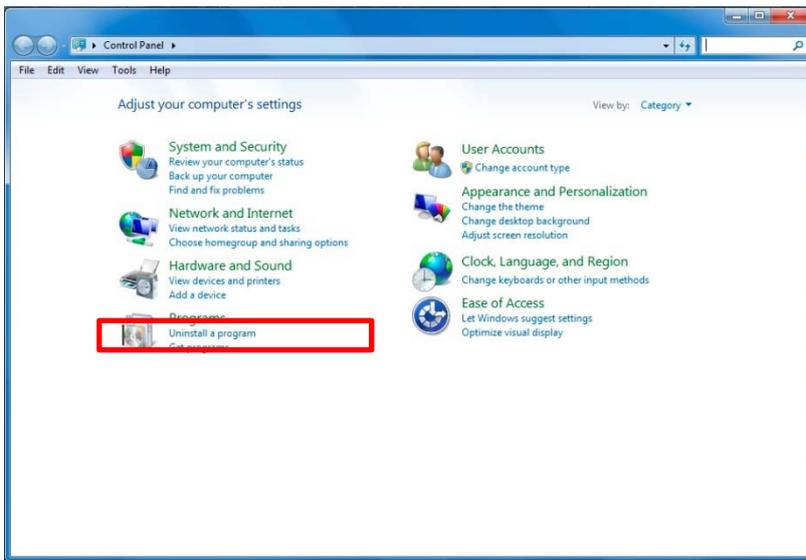
When executing Windows Update with Windows 7 OS system, the file KB4088878 is installed, which causes a forced reboot of the system when starting up SHIMA application.

### Target models:

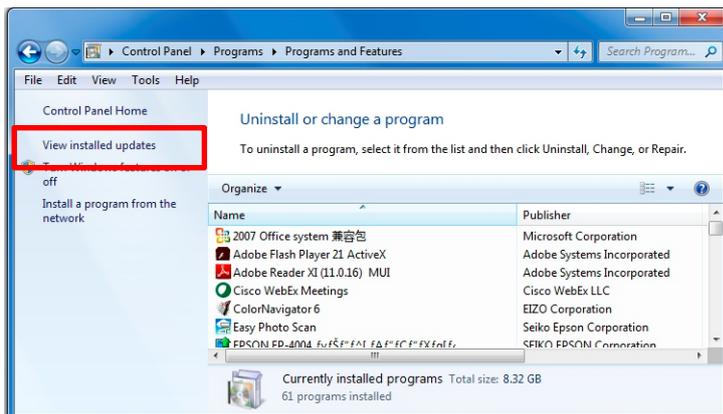
SDS-ONE, SDS-ONE APEX3: Windows 7 OS

Use the following procedure to check if the file [KB4088878] is installed, and if installed, to uninstall it.

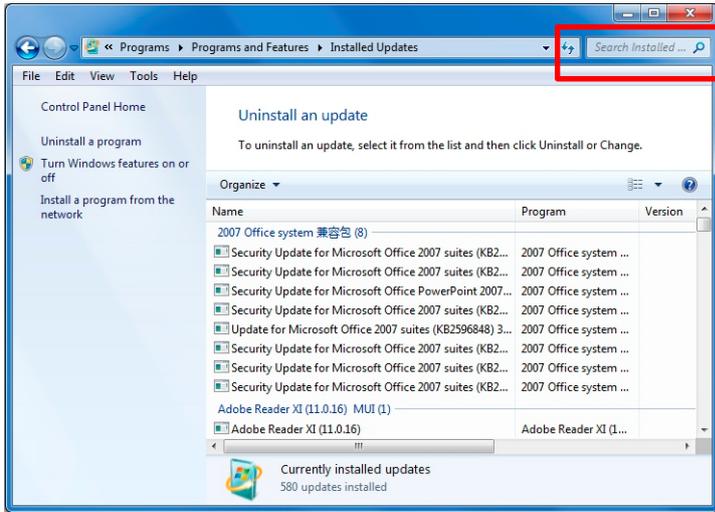
1. Click [Start] - [Control Panel] - [Uninstall a program].



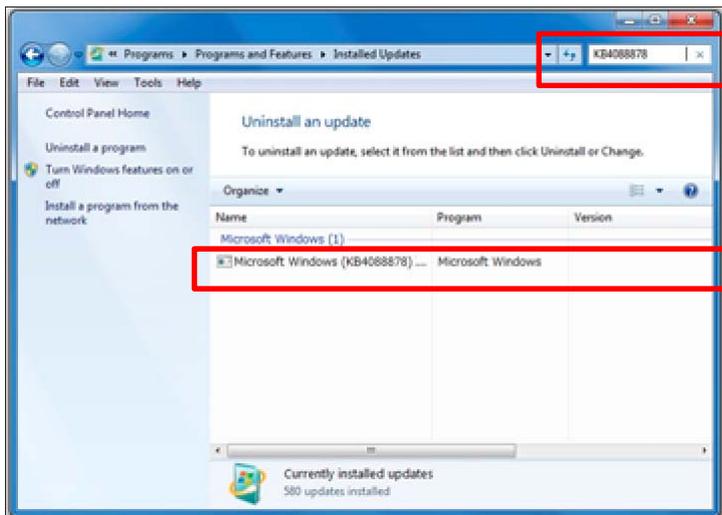
2. Click [View installed updates].



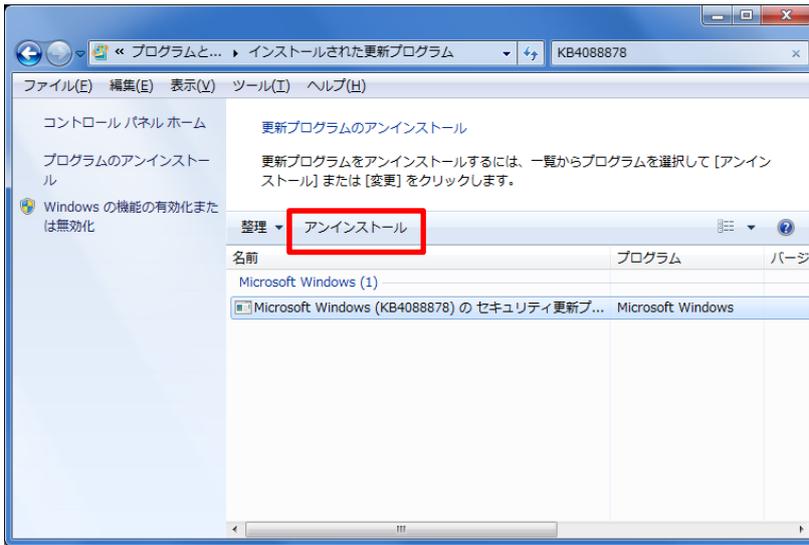
3. Enter [KB4088878] in the upper-right corner of the following window to check whether the file is installed.



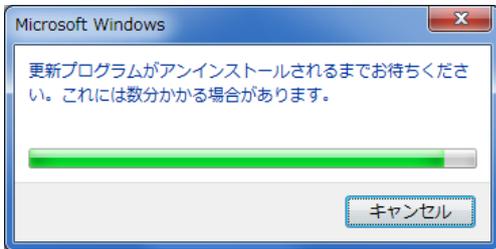
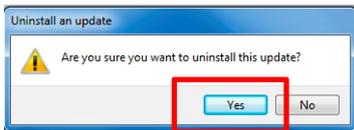
4. If [KB4088878] is found during the program search, go to the next step to uninstall it. If it is not displayed in the list, there is no problem and no further procedure is required.



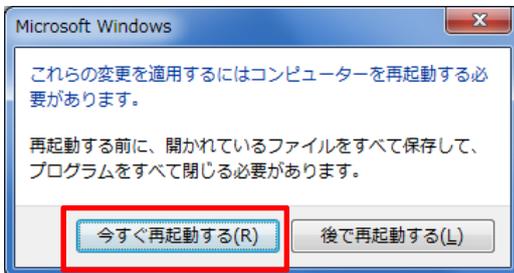
5. Select [KB4088878] in the list and then click [Uninstall].



6. The following message is displayed. Click [Yes].



7. When uninstall is completed, the following message is displayed. Click [Restart now].



8. The file [KB4088878] is now uninstalled from your system.

Make sure not to install [KB4088878] if it is displayed during further Windows updates.