



I get an Unhandled Exception error when running the IT Security Tool, what should I do?

Sometimes, an error appears when running the IT Security Tool for Exaopc. The error happens when the tool has finished its actions and the Finish button is clicked. The error will look like this:



This error causes the IT Tool application to hang and it must be stopped using the task manager application.

The reason for this error is a fault introduced by a .NET patch. An article that describes the problem can be found in the following link – please refer to issue 2:

<https://support.microsoft.com/en-us/help/4020459/privilege-not-held-error-with-powershell-stop-computer-command-and-pow>

As indicated by the article, there is currently no fix for the issue.

We have found that the application hang is caused by the final call in the security tool which tries to instigate a server restart. At this point, all of the security tool's actions have been completed, but the restart is required to apply the changes.

Since the only action outstanding at this point is to effect a server restart, this action can be completed manually once the IT Tool has been killed by task manager. If it is known that the fault will occur in advance, then the Restart now checkbox can be deselected so that the tool doesn't need to be closed in task manager. A manual reboot must then be performed.



After the manual restart, Exaopc should work as expected.

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