

24th April, 2023

Dear Customer,

With regards to Failure of Copy Operation after Applying Windows Security Updates at UNITEX LTFS3000 for Windows

Thank you very much for your support for UNITEX products.

After applying the Windows security updates released by Microsoft in March, 2023 or later, we have confirmed that file copy operation of LTFS tapes fails.

The following is the current information on the confirmed occurrence event, the impacted area, and the workaround.

1. Software causing this event

UNITEX LTFS3000 for Windows

2. Occurrence event

After applying the Windows security updates, using the OS standard Explorer or data copying command (xcopy/robocopy, etc.), the file copy operation on the LTFS tape results in the error message "Invalid access to memory location" and the file copy fails.

3. Impacted area

As of April 2023, we have confirmed that this issue occurs in environments where the following Windows security updates have been applied.

Windows 11

Version	Hotfix	Availability Date	OS build version
22H2	KB5023706	15 th March, 2023	22621.1413
22H2	KB5025239	12 th April, 2023	22621.1555

Windows 10

Version	Hotfix	Availability Date	OS build version
22H2	KB5025221	12 th April, 2023	19045.2846
21H2	KB5025221	12 th April, 2023	19044.2846

We have confirmed that this issue does not occur in the Windows Server 2022, even if the April 2023 security updates are applied.

- **Impact on customers using UNITEX ArchiveLT for Windows**

If you are using UNITEX ArchiveLT for Windows to write/read data to/from LTFS tapes, there is no impact on data archive/retrieval operations even if you have applied the relevant security updates.

However, it has been confirmed that backup of media management information to LTO tapes may not be recorded correctly. This issue will be addressed in "UNITEX ArchiveLT for Windows Ver. 1.10.0" scheduled for release in early May 2023.

- **Impact on customers using UNITEX FASTapeLT for Windows**

If you are using UNITEX FASTapeLT for Windows to write/read data to/from LTFS tapes, there is no impact on data copy operations even if you have applied the relevant security updates.

4. Information on the workaround by sharing settings and how to deal with it by UNITEX software

4. 1. Workaround for this occurrence event with access via sharing settings

As a workaround, we have confirmed that accessing LTFS tapes via Windows sharing settings can avoid the failure of the copy operation.

Detailed explanation will be provided in a separate document.

4. 2. Information on UNITEX LTFS software to use LTFS tapes

Writing and reading to/from LTO tapes with our LTFS software enable the copy operation from LTFS tapes without being affected by this occurrence event.

Please kindly consider introducing our software below, which can copy data much faster than the standard OS copy operation and automatic data consistency check.

- LTO Data Archive Software "UNITEX ArchiveLT for Windows"

<https://www.unitex.co.jp/en/products/software/ltfs/archiveltd/>

- LTFS Data Copy Software "UNITEX FASTapeLT for Windows"

<https://www.unitex.co.jp/en/products/software/ltfs/fastapeltd/>

5. Contact for inquiries

Regarding the latest information on this matter, we will keep you updated.

For any questions, please contact the below e-mail address. Please also inquire about UNITEX LTFS software such as applying the evaluation version and introducing it.

Contact: wwsales@unitex.co.jp

Sincerely yours,
UNITEX Corporation

UMT-00875