

Windows Update KB5120708 Breaks AutoStore Batch Web Service

000045807 | General Info | Last updated 2026-09-15 | AutoStore, Business Connect, ControlSuite, ControlSuite AutoStore, ControlSuite Business Connect

Issue

Installing Windows Update **KB5120708** breaks the web service hosted by **AutoStore Batch** (Batch.exe). The issue is not limited to a single integration — it affects both the embedded client capture components and the Interactive Capture component.

Symptoms

- The AutoStore Batch web service crashes or fails after installing KB5120708.
- Batch.exe terminates with an unhandled exception.
- The crash is logged in the Windows **Application** event log as an **Application Error** (Event ID 1000).

Sample Event Log Entry

```
<font face="Courier">Log Name:      Application
Source:      Application Error
Event ID:    1000
Level:      Error
Task Category: 100
Date/Time:   2026-08-18T04:01:44.8Z
```

```
AppName:      Batch.exe
AppVersion:
AppTimeStamp: 6a4b1b8d
ModuleName:   ntdll.dll
ModuleVersion: 10.0.26100.33296
ModuleTimeStamp: d8b67437
ExceptionCode: c0000374
FaultingOffset: 000fd38f
ProcessId:    0x2e44
AppPath:      C:\Program Files\Kofax\AutoStore\Batch.exe
ModulePath:   C:\WINDOWS\SYSTEM32\ntdll.dll
IntegratorReportId: 27d2fa17-b111-4dce-8362-f953e14ccdae</font>
```

Note: Exception code c0000374 corresponds to a heap corruption error (STATUS_HEAP_CORRUPTION), consistent with a regression introduced by the Windows update affecting ntdll.dll heap handling used by Batch.exe.

Root Cause

Windows Update KB5120708 introduces a change in ntdll.dll that triggers heap corruption within the AutoStore Batch process, causing the hosted web service to fail. This impacts any client relying on the Batch web service, including both embedded capture clients and the Interactive Capture component.

Workaround

Uninstall **KB5120708** manually from affected Windows hosts:

- 1 Open **Settings > Windows Update > Update history > Uninstall updates**.
- 2 Locate **KB5120708** and select **Uninstall**.
- 3 Restart the server/workstation.
- 4 Confirm the AutoStore Batch web service starts and remains stable.

Recommendation

- Do not deploy KB5120708 to AutoStore hosts until a permanent fix is confirmed.
- Monitor for a superseding Microsoft patch or a Kofax/Tungsten hotfix addressing compatibility with this update.

Applies to

Product	Version	Build	Environment	Hardware
Controlsuite AutoStore	2025.2			

References

- For embedded devices and a workaround until it's fixed please open this KB
<https://knowledge.tungstenautomation.com/bundle/z-kb-articles-salesforce11/page/46003.html>

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/45807>