

Resolving “Unrecognized Database Format” error when starting FLI

A Windows Update released from Microsoft on Jan 8, 2019 has caused FLI to error with an “unrecognized database format” error. The Windows Update was introducing a security patch to prevent unauthorized access to JET databases, which is what FLI uses. Unfortunately, the security patch also prevents authorized access, resulting in the error described.

Microsoft has been informed of the issue caused by their security patch. This issue is not unique to FLI. Other software and network services have been negatively impacted as well. It is unknown when Microsoft will correct their oversight, and release a new security patch to address vulnerabilities they intended to mitigate.

For now, the solution to this is to uninstall the Windows Update causing the error.

Computers that don’t perform automatic updates may not be affected at this time, but may when updates are applied. Please retain these instructions as they may be needed in the future.

Following are instructions to uninstall the impacting security patch, and disable it so it doesn’t re-install.

Uninstall Windows Update:

- 1) Press your Windows key
 - a. If using Windows 7, type Windows Update in the search box, click on the Windows Update option that appears, click on View Update History, and then Uninstall Updates (at top). Be patient - It will take a while to fill the list.
 - b. If using Windows 10, type Windows Update Settings in the search box, click on the Windows Update Settings option that appears, click on View Update History, and then click on Uninstall Updates.
- 2) Scroll down to the Microsoft Windows section.
- 3) Select the update that has a number equal to one of the following (there will only be 1, which is likely the first one in the list):
 - a. KB4480957
 - b. KB4480960
 - c. KB4480961
 - d. KB4480962
 - e. KB4480963
 - f. KB4480964
 - g. KB4480966
 - h. KB4480968
 - i. KB4480970
 - j. KB4480972
 - k. KB4480973
 - l. KB4480975
 - m. KB4480978
 - n. KB4480116
- 4) After selecting the KB number corresponding to one of the above, click the Uninstall link in the header section above (the uninstall link will not appear until you select the line). Click Yes to uninstall. This may take several minutes, so be patient. When done, click Restart. Again, this may take a while so be patient.
- 5) When the computer is restarted, you need to prevent the update from reinstalling
 - a. **For Windows 7 only** (For Windows 8/10, see 5(b) on next page): Click the Windows key and type Windows Update in the search box, Click Check for Updates...and wait (it will take a while), when done click on the “**Important Update**” link, put your cursor over the line showing the KB number from above, right-click, then left-click on Hide. Click OK. This exempts the update from re-installing.

- b. **For Windows 8/10:** Microsoft has configured Windows 10 computers to always apply updates, and doesn't allow you to turn them off. It also reinstalls every update you manually uninstall.

Microsoft issued a "Hide Updates" utility for Windows 10 as a workaround, but we have confirmed from those who tried it that it does not stop the uninstalled update from reapplying.

You can make some configuration changes in Windows 10 **Pro** version to temporarily stop updates from applying. However, Microsoft does not provide those using Windows 10 **Home** version with these tools.

If you are using Windows 10 Home, you are forced to uninstall the update each time it automatically applies in order to use FLI (and possibly other applications), until Microsoft issues a fix for this update. Know this is a Microsoft constraint, and there is nothing we can do to circumvent it. Disconnecting an impacted computer from the Internet will not allow updates to download, but that may not be practical for you.

If the update has reinstalled on your computer, you must uninstall it again for FLI to work (Steps 1-4).

For Windows 10 users, it is apparent his issue won't be fully resolved until Microsoft releases a fix for it. Know this is not affecting just FLI, it's also affecting lots and lots of other applications and services, and because it's so widespread we would expect Microsoft will address it sooner, rather than later.

It seems the only way you can avoid frequently uninstalling the bad update until they permanently fix their problem is to totally turn off Windows Update, or to pause updates.

Again, this is only for Windows 10/8 **Pro** computers. Use 5(a) above for Windows 7 computers:

- If you want to turn Windows Updates completely off until they issue the fix, use instructions below. Some report it works, some said it goes back to Automatic after restarting. You'll need to do this on each Windows 10 computer, and then you should turn it back on after Microsoft releases the fix.
 1. Open Run command (Win+R), type: services.msc, press enter
 2. Scroll down the Services list to find Windows Update, and double-click on it
 3. Change the Startup type to Disabled, click OK
 4. Restart the computer

- If you want to Pause updates, you can use this option to temporarily suspend updates from installing for 35 days. After this time they will turn on again and apply updates before you can pause them again. This option might be better than turning them completely off, as you don't have to remember to turn them back on. Hopefully Microsoft will issue their fix well before 35 days!
 1. Type Windows Update in the search box
 2. Click on Windows Update Settings
 3. Click on Advanced Options
 4. Turn on Pause Updates