

Carestream - Radiography - Windows updates causing problems - patch instructions

848 [TDO KB](#) November 20, 2025 [Radiography](#) 8.54K

Overview

Our Support team has received a number of calls from offices that are unable to acquire radiographs using Carestream sensors. Our developers have investigated and found the cause to be a recently released Windows Update installed on September 8, 2020. The Update numbers are KB4571756 and KB4576478. There is a third update from October 12, 2020 which is KB4579311. There is a fourth update from November 11, 2020 which is KB458678. The fifth update is KB4592438. Sixth was installed on 1/14 that update is KB4598242. Seventh update installed on 2/15 is KB4601319.

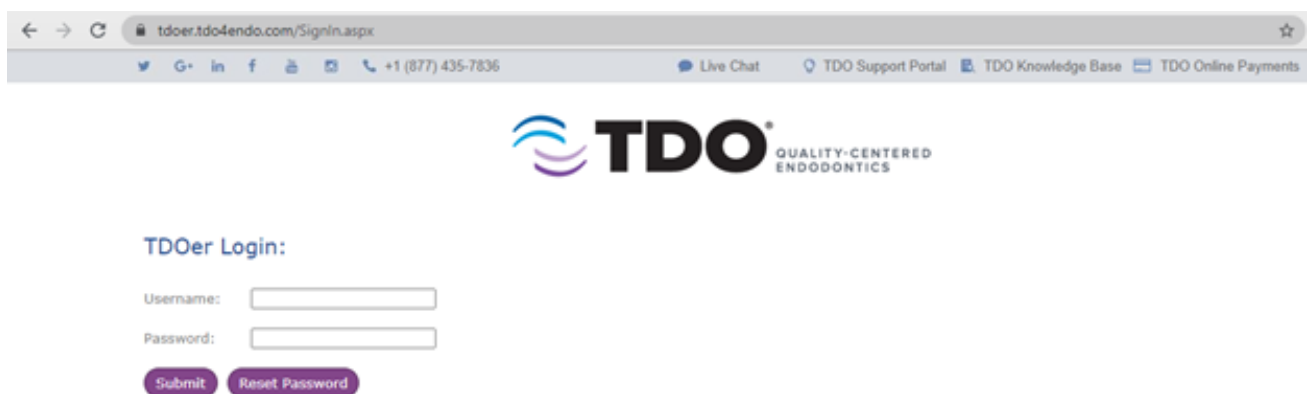
If you are using Carestream sensors, we would recommend pausing Windows Updates until these issues have been resolved. Reboot your computer and test.

If the updates have already been installed on your computers, contact your IT Professional to have them remove updates KB4571756, KB4576478, KB4579311, KB4586781, KB4592438, KB4598242, KB4601319 and from all operatory computers. Reboot Computer and test the sensor

Detailed Instructions

If you are running version 12.355x of TDO or above please follow these steps. This is a computer specific fix and will need to be run on all operatory computers using a Carestream sensor.

- Make sure TDO is closed.
- Visit TDO4Endo.com and then click on User Login. Login with your account username and password.



- Click on the Download TDO button in the left hand navigation. There is a patch listed under the Fix for Windows Update. Causing Carestream Integration Issue. Download the link for your version of TDO and save the file to a location that you can easily access for the next step.

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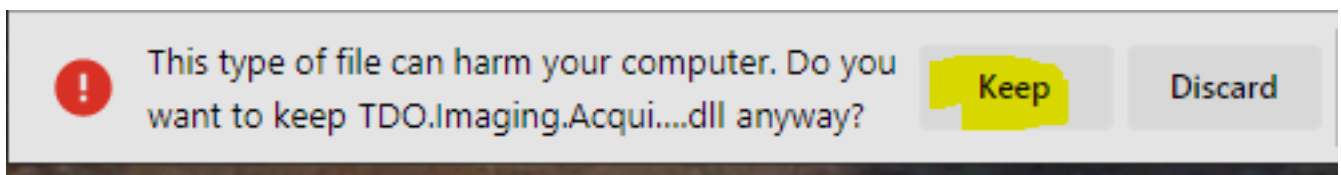
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Version Disclaimers

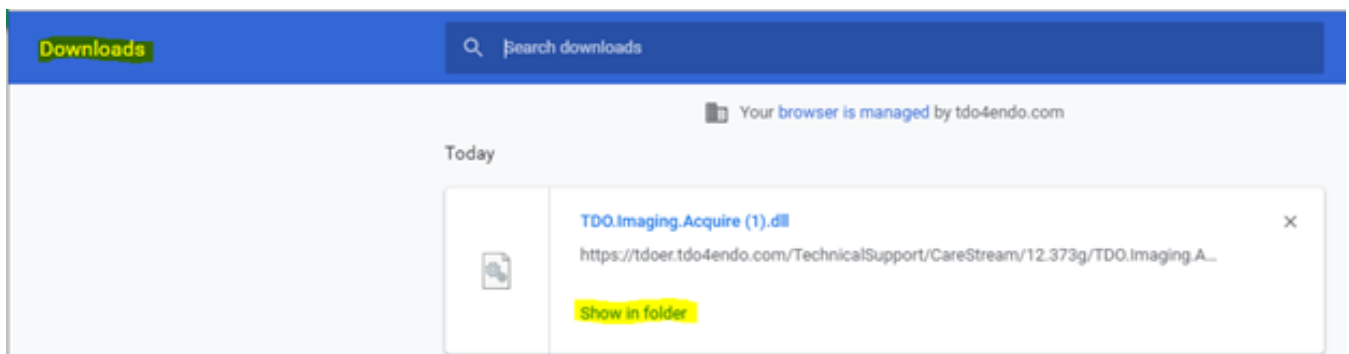
VERSION 12 DISCLAIMER - ACCEPTED

- Available on this page are all necessary files needed to install TDO software.
- These downloads are the responsibility of the IT Professional and Doctor. If you have any questions about installing any of these files, please contact TDO Technical Support at [\(858\) 558-3696](tel:858-558-3696).
- TDO v12.373g** is the most recent version available for download.
- PLEASE READ:**
 - Microsoft Word 2007 is no longer supported in version 12.351r or later**
 - If you are upgrading to version **12.159** or greater from an earlier version, please be aware that this update may take considerably longer than normal. Depending on the size of your database, it can take an hour or longer.
 - DentalXchange** users will need to upload all pending claims before creating new claims in build **12.285c**. TDO updated to a new file format to upload to DentalXchange in this build.
 - WIA Interfaces Not Working in TDO v12 - for more information please [click here](#)
- Fix for windows update causing Carestream integration issue:**
 - [TDO version 12.355x](#)
 - [TDO version 12.373g](#)
 - For more information, please see this [KB article](#)

- When downloading, your browser may show a notification mentioning that the file can harm your computer. This is a secure file, please click Keep if this occurs.



- Find the previously downloaded file in your Downloads path, and copy the file.



- Navigate to C:\Program Files (x86)\TDOOffice\DotNet and then paste the file to this directory.
- Run a TDO Autofix to complete the process.

Online URL: <https://kb.tdo4endo.com/article.php?id=848>