



Vormetric Transparent Encryption

Patch Release Notes for Windows Agents

- **Release: 6.3.1.66**
- **Date: August 14, 2020**

Resolved Issues

- **AGT-29013 [CS0996844]: Windows 2012 (non-R2) failed to boot up after uninstalling VTE 6.3.1.43**

If you uninstall the VTE Agent on a Windows 2012 server, the VTE Agent is unable to cleanly remove its installed driver entries from the Windows registry. These leftover registry entries cause the Windows 2012 server to crash on boot. This issue has only been observed on Windows 2012.

This issue has been fixed in this release of VTE Agent.

Sales and Support

If you encounter a problem while installing, registering, or operating this product, please refer to the documentation before contacting support. If you cannot resolve the issue, contact your supplier or Thales Customer Support.

Thales Customer Support operates 24 hours a day, 7 days a week. Your level of access to this service is governed by the support plan arrangements made between Thales and your organization. Please consult this support plan for further information about your entitlements, including the hours when telephone support is available to you.

For support and troubleshooting issues:

- <https://supportportal.thalesgroup.com>
- (800) 545-6608

For Thales Sales:

- <https://enterprise-encryption.vormetric.com/contact-sales.html>
- sales@thalesgroup.com
- (888) 267-3732

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