

ID: 86

P2 2026-02-17 Nathan getting %22Your device ran into a problem and needs a restart.%22 BSOD after installing MK6 Comm  
18/2/26 Nath upgraded his machine to 25H2 & kicked the test off again. Status set to "WAITING"

Active: True      Status: WAITING

Ticket No.:

Purchase Order No.:

Flags (1on1, Exch, ITP):

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cohda-86.txt - P2 2026-02-17 Comment (ID:86)

18/02/26

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13:19 Ticket CREATED.

Refer photo on my phone. It shows "Your device ran into a problem and needs to restart" 100% complete  
Nathan running CW0229.

He will check with Swati to see what config she is running. He has logged a ticket with DanLaw.

13:29 Teams Msg advising ticket logged with Danlaw - <https://danlawinc.atlassian.net/browse/OBUNA-197>

The ticket shows

-As part of the OBU config Nathan was prompted to install .NET Desktop x86 App host version 8.0.21 with a url  
to download & install it.

-Tried the x64 version. The manual advises installing v8.0.15

-The ticket advised installing the older version ie v8.0.15. Nathan tried this but the issue still occurs.

-The OBU config tool works OK for Swati & Harsha.

-His Lenovo drivers are up to date.

-Windows reports an error when trying to Install the Windows Desktop runtime.

-His WinVer.exe shows 24H2. He upgraded to 25H2. Set status to "WAITING"

NOTES UPDATED: 2026-02-18 16:41 (TODO.EXE v2026.2.17.949)