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Application/Technical Bulletin

Products: Sierra Summit and Easy III

Initial Date: 06/10/2026

Updated Date: 06/30/2026

Subject: QuickReport Generation Errors

Windows Update Breaks QuickReport in Sierra Summit and Easy III, Rev 06

Update 6/30/2026: Software Patch Fixes

A new patch fix is now available for both Sierra and Easy III to support recent Windows KBs referenced below.

Sierra Software Patch

New patch fixes (5196, 5205) are available for the versions listed below and can be found on the [Cadwell support site](#) under Product>EMG>Sierra Software and Videos. If you are not running one of the versions listed below you will need to upgrade your Sierra platform prior to installing the patch. See Known Issues section below for resolution to issues that could occur after installing the patch.

- Sierra 4.1.739
- Sierra 4.1.537
- Sierra 4.1.433
- Sierra 4.0.486
- Sierra 3.1.542

Easy III Software Patch

A new patch fix is available for Easy III 4.5.2 (Patch 5206). The patch will allow QuickReport to generate reports with the below KBs applied. The patch can be found on the [Cadwell support site](#) under Product>Sleep Diagnostics>Sleep Software and Videos. The most recent patch fixes an issue from Patch 5198 where QuickReport controls were displayed in a second window in addition to the MS Word document. See known issues if applying in a provisioned Citrix environment.

If assistance is needed applying these solutions, please contact Cadwell Product Support for assistance via phone (1-800-245-3001) or email (support@cadwell.com). Due to this issue, our product support team is fielding a high volume of calls, following the steps in this document are the quickest way to resolve the issue. For international distributors please report this issue using the Support Form in the Distributor Portal.

Summary and Description of Problem:

A recent Microsoft Windows update has been identified as impacting the report generation functionality for both Easy III and Sierra Summit systems. Released in June 2026, KB5094126 introduced a modification that disrupts QuickReport from interacting with Microsoft Word during the creation of new reports.

This interference results in a "Type Mismatch" error during the generation process.

Uninstalling the KB resolves the behavior.

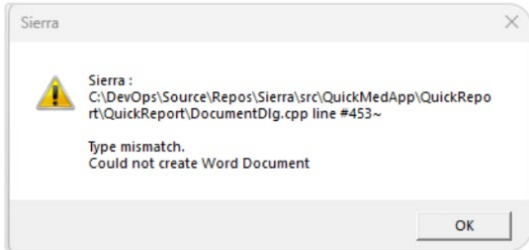
Known Affected Systems:

- Windows 11 25H2 or 24H2 with Microsoft KB 5094126

- Windows 11 Enterprise Windows 23H2 Enterprise with Microsoft KBHB5093998
- Windows 10 ESU 22H2 and Windows 10 Enterprise LTSC 21H2 with Microsoft KB5094127
- Windows Server 2022 with Microsoft KB5094128
- Windows Server 2019 with Microsoft KB5094123
- Windows Server 2016 with Microsoft KB5094122

Result:

- Summit shows the following error when generating a report followed by a software closure.



- Easy III shows repeated error popups when generating a report.



- If repeated messages are seen, use Windows Task Manager to terminate the QuickReport.exe

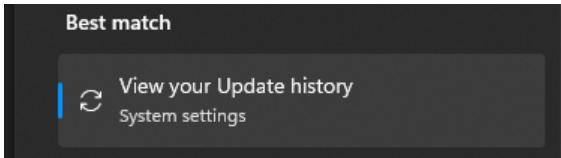
Workflow impact:

Report generation only. No impact to recording, review, or other functionality.

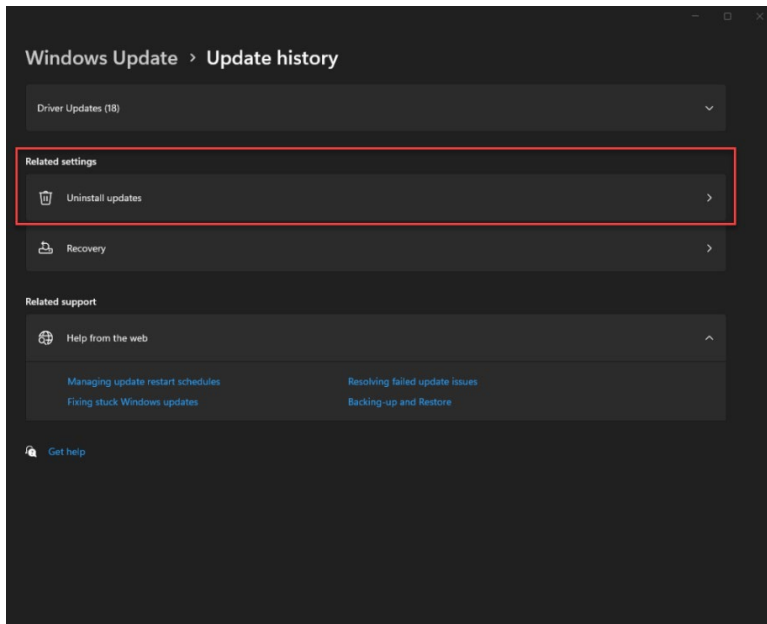
Immediate Resolution if unable to patch:

To restore report generation on Sierra Summit and Easy III systems, uninstall KB5094126 or KB50994127 and restart the computer. Pausing Windows Updates is also suggested to ensure the update doesn't reinstall before a solution is available. Follow the instructions provided below:

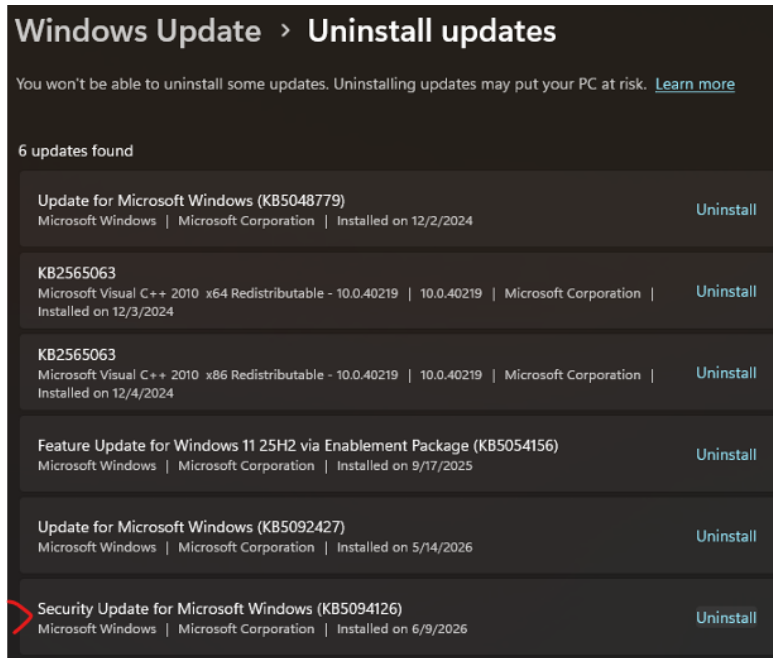
1. Search for "View Update History" in the Windows taskbar.
2. Choose the "View your Update history" option.



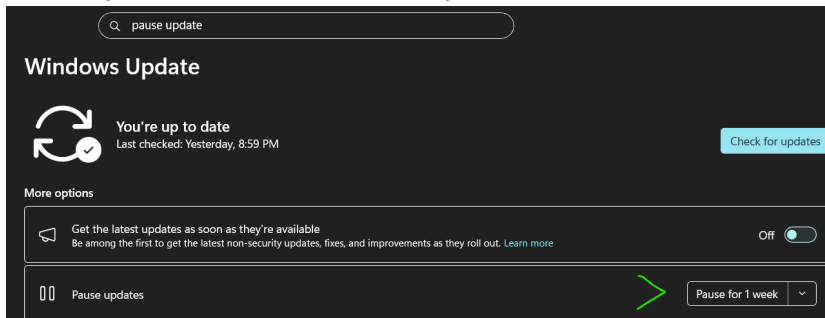
3. Click on "Uninstall updates."



4. Find the 2026-06 Security Update (KB5094126 or KB5094127) and proceed to uninstall it.
 - a. Note: Administrator permissions from your IT department may be required to complete this process.



5. Search "pause updates"
6. Select a pause duration from the drop-down list.



7. Restart your PC
8. Confirm that report generation has been restored.

Known Issues:

Sierra Issues that could occur after installing the patch:

New Sierra users with Preserve Files (.prs settings files) that were created with Sierra 4.1.537 or 4.1.739 may encounter a change in the color and style of their report tables after installing patches 4.1.739.5205 or 4.1.537.5196. If you run into this and want to revert to the original table style, follow the steps below to remove the .dotm file from your settings and restore your reports to their original format. Follow the instructions below that match your configuration: Database Preserve File or Local User Settings.

Database Preserve File

1. These instructions require a Database preserve file and a Sierra user with permissions to update the preserve file. Additional information can be found in this Help Topic if needed: [Using a Database Preserve File](#).
2. Launch Sierra and Log in
3. Launch Windows File Explorer from the Start Menu or Task Bar
4. Browse to C:\Cadwell\Sierra Summit\Setup.<Your Windows User Name>
5. Delete the following files: QRWordTemplate.dotm or ExampleQRWordTemplate.dotm
6. Return to the Sierra application, Select “File” and then Select “Update Cadlink Preserve File”

Local User Settings

1. For this configuration a utility is available to automatically clear the dotm files from the current user’s settings or all users settings (requires admin permissions). This utility is available on the [Cadwell support site](#) under Product>EMG>Sierra Software and Videos. Download the ZIP folder and follow the README files to run the utility.

Easy III Issues that could occur after installing the patch:

In Provisioned Citrix environments, the licensing could be broken after applying the patch. To prevent the issue, follow these steps when applying the patch in a provisioned environment:

1. Open C:\Cadwell\Easy III\, find CitrixProvisioningSetup.exe and Run as Administrator.
If you are prompted for a license, contact support for the license key.
2. Close the image and deploy.
You can also check that the Server Database and Server Chart Folders show the expected UNC paths after step 1 and check that the EasyIIISynchronizationService is still configured as an Automatic (Delayed Start).

FAQ:

Q: When did KB5094126/KB5094127 release?

A: Microsoft released these updates starting on 06/09/2026. You can find out more information at their website [KB5094126](#) and [KB5094127](#)

Q: Do we have an ETA on a permanent resolution?

A: No, but working on this is currently our highest priority.

Q: What about other versions of Windows?

A: KB5094126 and KB5094127 were pushed to very particular versions of Windows 10 and Windows 11, we are monitoring for any other affected versions and will update as they are discovered.

Q: How do I know what version of Windows I have?

A: This can be found in the Windows “About” page (Settings, System, About) within the “Windows Info” section.