afterpaytouch

Providing touch products and services

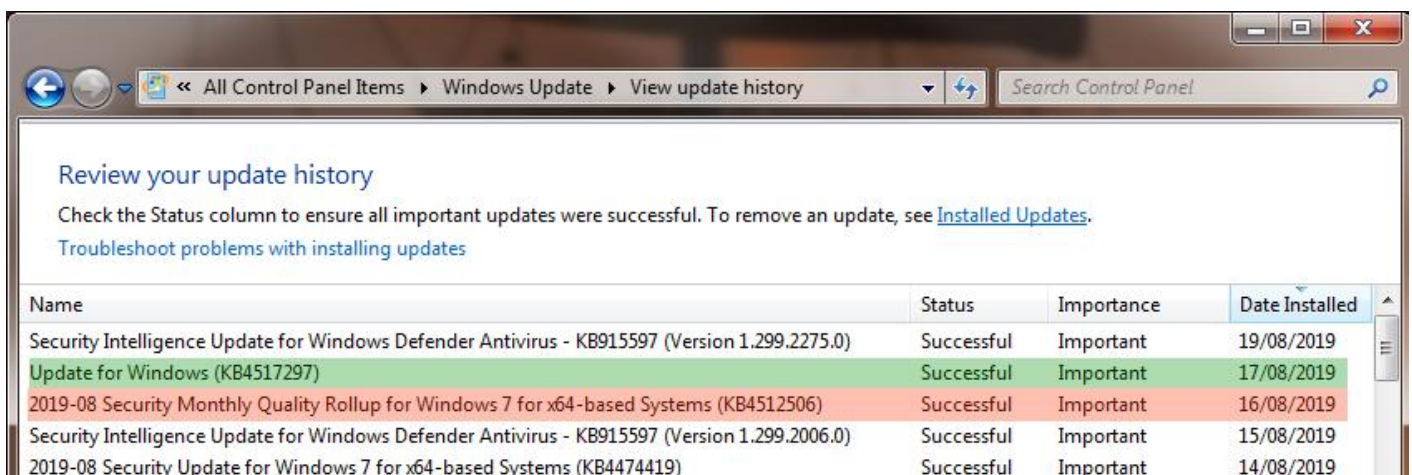Fix for Users of Touchpoint & pcTouch

Around August 13, Microsoft started to roll out a Windows Security Upgrade to all versions of Windows that caused the Touchpoint & pcTouch eService clients to stop working. If you had automatic Windows Updates enabled, you may have experienced this issue.

Microsoft have followed up with another upgrade that resolves the issue. This page is a guide on how to get that latter upgrade.

IMPORTANT NOTE: This advice is meant for someone with confidence in their ability to update Windows. If you get lost, or have any other concerns, we recommend getting technical support from your POS Vendor.

While the original upgrade that caused the issue was an (mandatory) update that many Windows PCs will have downloaded, and installed, automatically; it does not seem that the subsequent upgrade is being automatically applied. Microsoft consider the fix an "optional" upgrade. Consequently, it may be necessary to seek out and apply the fix manually. This has been our experience, so far.

To see what Updates have been applied to your own Windows PC, go to Control Panel / Windows Update, and then "View Update History". You will see something like this (on Windows 7):

In the diagram above, you will two updates highlighted. The one shaded red, is the one that broke the Touch software. The one shaded green is the fix, applied a day later. If you look at the table under "Microsoft KB Articles" below, you will find both of these on the same (Windows 7) line.

If Touchpoint or pcTouch is not working at all for you, you should find the that your Update History contains one of updates listed in the **Problem** column (below depending on your version of Windows), but *not* the corresponding **Fix** on the same line.

The last column - **Microsoft Update Catalog** - take you to a web page from which you can download the fix.

Microsoft KB Articles

Windows Version	Problem	Fix	Microsoft Update Catalog
Windows 7 SP1 and Win Server 2008 R2 SP1	KB4512506	KB4517297	KB4517297
ditto; (Security-only Update)	KB4512486		
Windows 8.1 and Win Server 2012 R2	KB4512488	KB4517298	KB4517298
ditto; (Security-only Update)	KB4512489		
Windows Embedded 8 Standard and Win Server	KB4512518	KB4517302	KB4517302

2012			
ditto; (Security-only Update)	KB4512482		
Windows 10 version 1607 and Windows Server 2016	KB4512517	KB4512495	KB4512495
Windows 10 Version 1703	KB4512507	KB4512474	KB4512474
Windows 10 Version 1709	KB4512516	KB4512494	KB4512494
Windows 10 Version 1803 or Windows Server 1803	KB4512501	n/a	Not yet available
Windows 10 Version 1809	KB4511553	KB4512534	KB4512534
Windows 10 Version 1903	KB4512508	n/a	Not yet available

Microsoft Update Catalog

Clicking a link in the third column above, will take you to a web page as shown below, showing the different versions of the download available. You need to choose that appropriate to your particular version - and "bittedness" - of Windows on your computer / POS.

"Bittedness" refers to older 32-bit Operating Systems ("x86" in the diagram) or the newer 64-bit ("x64" in the diagram)

The red ellipses highlight *my* particular version of Windows, but it may not be yours. Having selected *your* precise version of Windows, click the "Download" button. This will bring up a window like this:
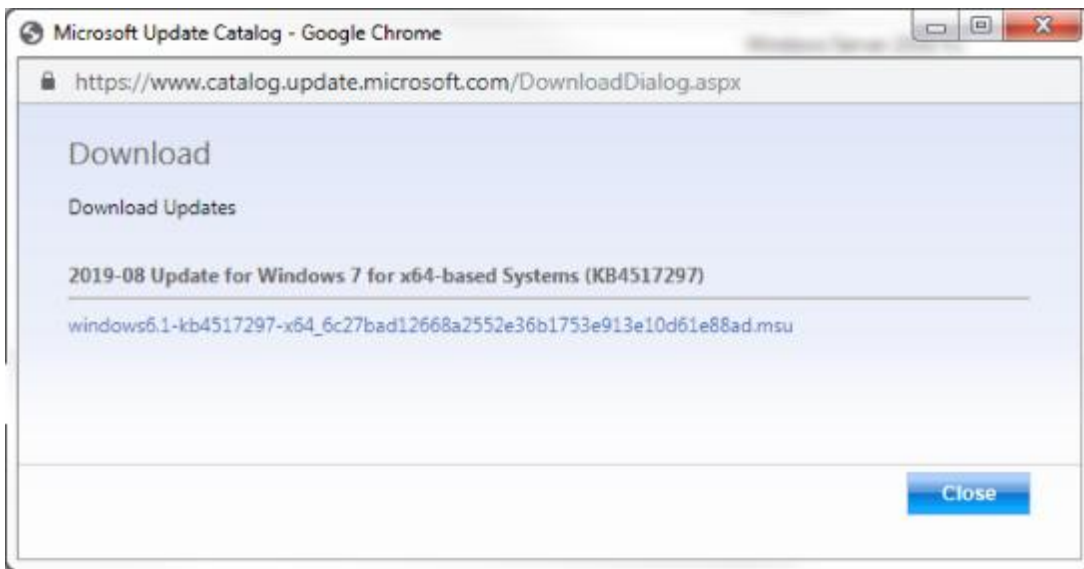
Then click the blue link (ending in ".msu"), to download the fix. When it is downloaded, run that program to apply the fix. Your computer will likely need to be restarted during this process.

References (Technical Discussion)

- Windows Update 2019-08 Cumulative Update has broken VBA code
- http://www.vbforums.com/showthread.php?877733-Windows-August-2019-Update-break-VB-arrays