

Technical Bulletin

Connected Payments Report Printing with Windows Update KB956391

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Microsoft has released a security update (KB956391) designed to foil harmful or malicious Active-X controls and prevent them from installing. As required by PCI, the update has been installed in the Connected Payments data centers.

Microsoft *also* requires that the security patch be downloaded into any PCs that wish to print from the Connected Payments reporting system at the Web site. If this patch (KB956391) is not installed on the client machine, printing cannot take place unless one of the work-arounds described below is used.

RECOMMENDED: DOWNLOAD THE KB956391 SECURITY PATCH

Make sure the PC you are using is up to date with the latest Microsoft security updates. This will address the issue and you will be able to print as normal. To ensure you have latest Microsoft Security Updates do the following:

1. In Internet Explorer select Tools/Windows Update
2. Select Express to download the latest updates.

If this is not an option for your situation, then you must use one of the following work-arounds:

WORK-AROUND #1 — PRINT VIA ACROBAT PDF FILE

Once the Connected Payments report has generated select the following:

1. In top right of the screen, drop down the Select Format list. Select Acrobat (PDF) file
2. Click the Export link just to right of the drop-down list
3. A message will appear asking if you would like to Open, Save or Cancel. Select Open
4. The report will open in another window at that point you can click on the printer icon in the top left of the screen

If this work-around does not function as desired, please use the following alternative.

WORK-AROUND #2

1. Once the Connected Payments report has generated, right-click on the screen and click print
2. Click preferences
3. Select landscape
4. Click OK
5. Click print.

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