

Technical Bulletin

Connected Payments Report Printing with Windows Update KB956391

CP-TECH-08:13
October 16, 2008

The Connected Payments Web Client was upgraded early Thursday morning, giving subscribers several enhancements in addition to a new and improved user interface. At the same time, however, Microsoft released a security update (KB956391) designed to foil harmful or malicious Active-X controls and prevent them from installing.

Unfortunately Microsoft's own SQL client print control, RS Client Print, was negatively affected by this update and this security update prevents this from being installed. Even less fortunately, this happens to be the Active-X control required by Connected Payments subscribers to print from the Connected Payments Web site. The net result is that users who installed this Windows updates won't be able to print their Connected Payments reports.

Please advise customers that this is not a Connected Payments application problem but rather a Microsoft issue. We hope that Microsoft will address this issue soon and push it out through its Automatic Update.

In the interim there are currently two options to address this issue.

1. Un-install the KB956391 security updated from Add/Remove Programs. If the user has automatic updates turned on, it will inevitably get put back into the machine.
2. Export the report to PDF and print from local computer.

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