On Tuesday 6/14/17 Microsoft came out with a security update that caused PTS to not print properly. Everyone was advised that the temporary fix was to uninstall the update that caused the issue, until Microsoft came out with a patch that fixed it. Microsoft came out with a repair for this issue around 7/6/17.

Now that Microsoft has fixed this, it is highly recommended to **FULLY UPDATE YOUR SYSTEM** to fix security risks. It is VERY IMPORTANT TO INSTALL <u>ALL</u> RECOMMENDED UPDATES.

Windows 7/8/8.1

1. Open Control panel
    a. Press Windows Key + R on the keyboard to open a run dialog box
    b. Type "control" with no quotations and press Enter
2. On the "All Control Panels Items", locate the "System" icon and click on it . See example below:

See next stop on next page……

3. On the left menu, select "Windows Update", per the example below.

Control Panel ▸ All Control Panel Items ▸ System

Control Panel Home

Device Manager
Remote settings
System protection
Advanced system settings

View basic information about your computer

Windows edition

Windows 8.1 Pro

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System

Processor:	Intel(R) Core(TM) i3-4130 CPU @ 3.
Installed memory (RAM):	8.00 GB (7.88 GB usable)
System type:	64-bit Operating System, x64-based
Pen and Touch:	No Pen or Touch Input is available

Computer name, domain, and workgroup settings

Computer name:	
Full computer name:	
Computer description:	
Domain:	

Windows activation
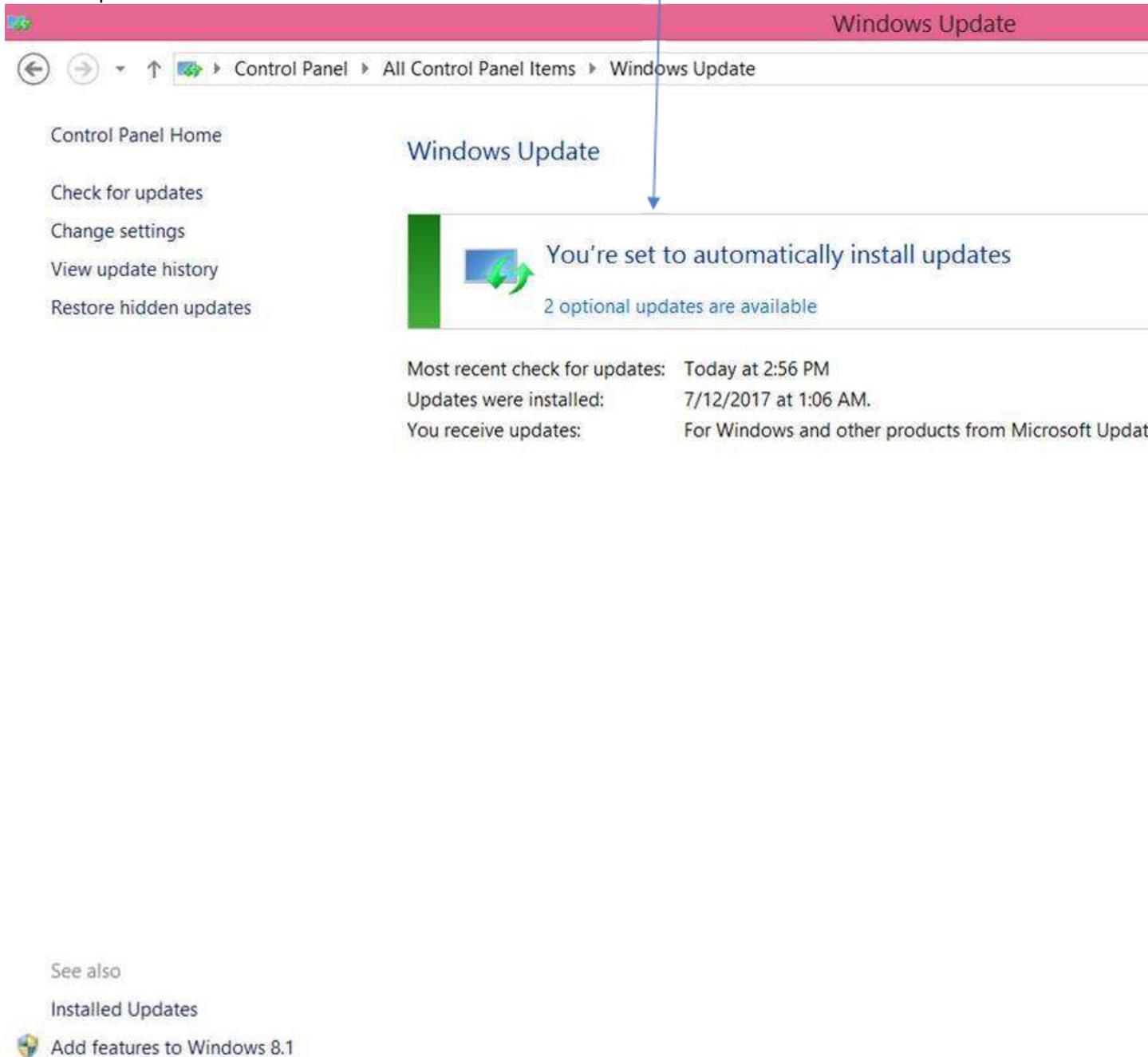
Windows is activated   Read the Microsoft Software License Ter

Product ID:

See also

Action Center

Windows Update

See next step on next page…..

4. Once finished checking for updates, select all Important and Optional updates, then Install. A computer restart will be required.

Windows Update

Control Panel ▸ All Control Panel Items ▸ Windows Update

Control Panel Home

Check for updates

Change settings

View update history

Restore hidden updates

Windows Update

You're set to automatically install updates

2 optional updates are available

Most recent check for updates: Today at 2:56 PM
Updates were installed: 7/12/2017 at 1:06 AM.
You receive updates: For Windows and other products from Microsoft Updat

See also
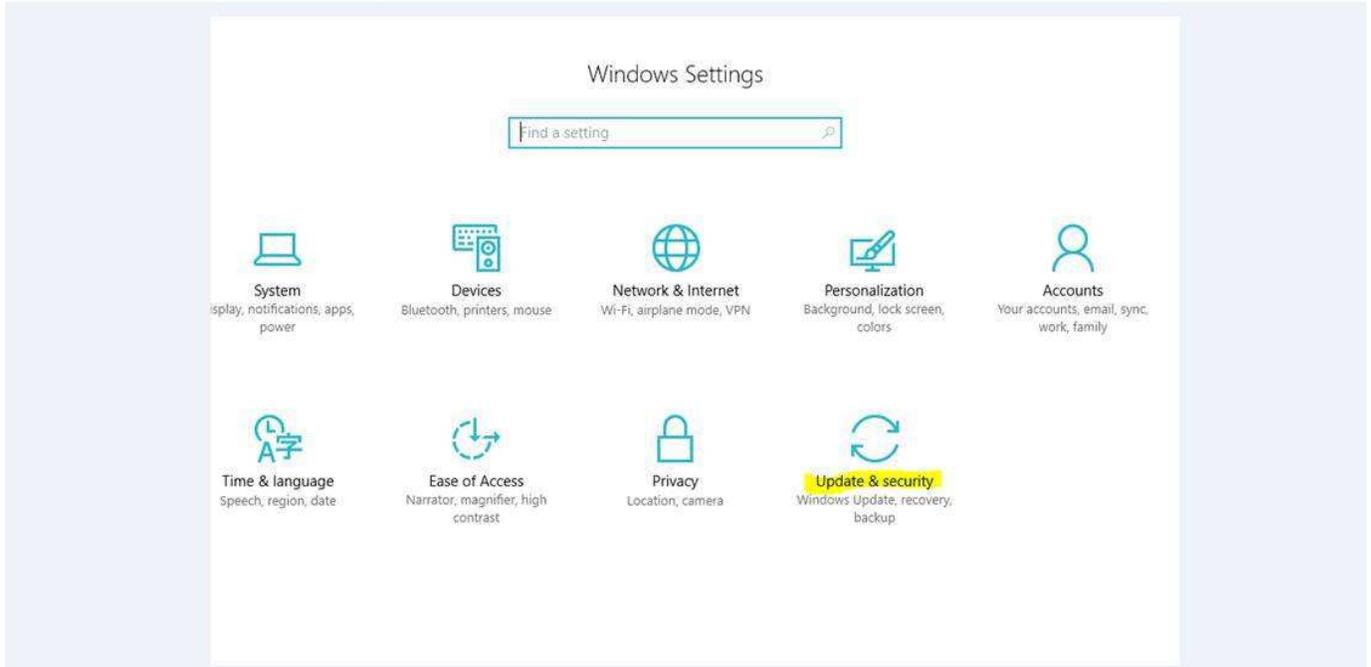
Installed Updates

Add features to Windows 8.1

5. Once restarted, check for updates again and install any updates that populated. Repeat until no updates remain
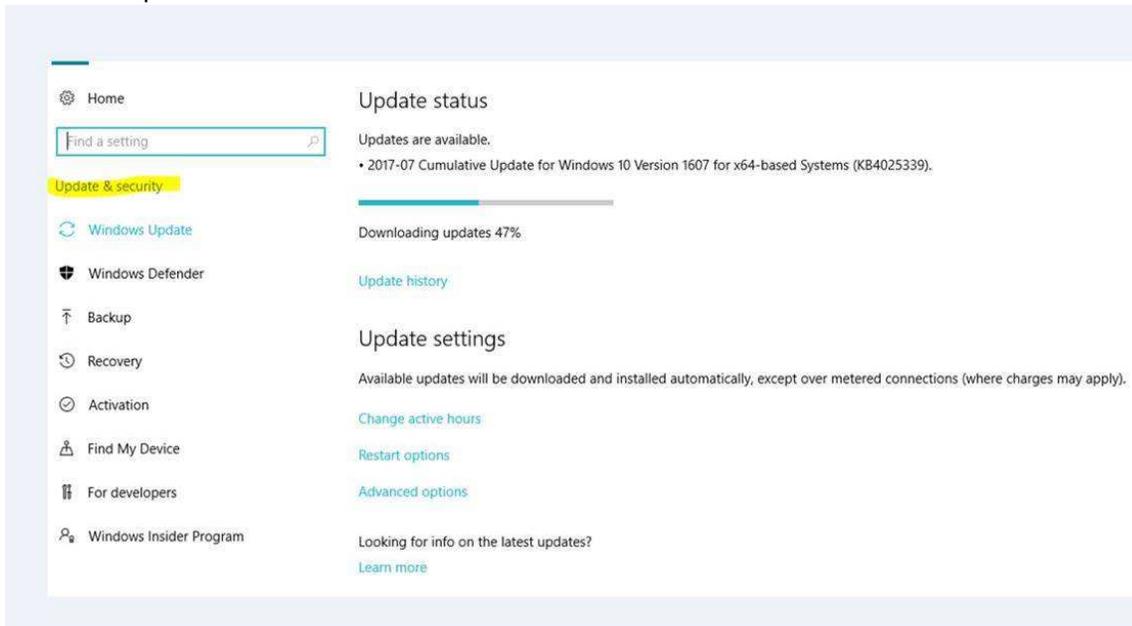
Window 10 instructions on next page….

Windows 10

1. Click the Start Menu, then Settings on the bottom left side
2. Navigate to Update and Security

3. Check for Updates

4. Windows 10 will automatically download and install all available updates.
5. Once prompted, restart computer
6. Once restarted, check for updates again and install any updates that populated. Repeat until no updates remain

The whole process will take between 30 minutes and 2 hours. You may need to have Administrator Privileges to install updates properly. If you do not have Administrator Privileges, contact your System Administrator to assist with completing these steps. You can use the computer while the updates are downloading and start preparing to install. It is recommended to do this early on in the day as this will take the longest. Once completed the computer restart may be done at a convenient time, however during a lunch break or upon leaving for the day will work best to prevent down time.

If you are still having problems after completing all of these steps, please contact us for further assistance.