



System

Microsoft Windows™ 7 Update Causing Error (Desktop Versions 19 & Older)

(Rev 02/14/19 1200)

Thank you for contacting us about your trouble with Church Windows.
We apologize for your inconvenience.

There was a Windows Update released by Microsoft this week that affected Church Windows DATA for anyone using Church Windows version 19.16.x or earlier, and for whom their operating system installed that Windows Update on Windows 7. The Update causes an “Exception: The OLE DB provider "Microsoft.Jet.OLEDB.4.0" for linked server "(null)" reported an error. The provider reported an unexpected catastrophic failure” when opening Church Windows for the first time after that Windows Update was installed.

There are two scenarios that will fix this problem at this time. One, right now, is temporary while one is a permanent solution. The permanent solution is, of course, to upgrade your Church Windows software to the current version 21.18.3.

The temporary solution, until we are able to communicate with Microsoft and discern a more permanent fix, is to uninstall that specific Windows Update for the time being. If you are using Church Windows over a network, these steps are needed on the server only.

To uninstall this Windows Update:

- Go to Start -> Control Panel > Programs and Features. (Or Uninstall a Program.)
- On the left side of the page, click the link that says View installed updates.
- On the Uninstall an update page that opens, scroll down to the section that says Microsoft Windows. (It is the header in BLUE TEXT.)
- Find the file titled “Security Update for Microsoft Windows (KB4486563).” (The exact letters and numbers are very important here.) Right click on that file and click on Uninstall.
- Once this Windows Update is uninstalled and the computer is rebooted, Church Windows will run.

After the reboot, that update will show up under Windows Updates again, so you will have to hide that update so you don't accidentally install it again and end up with the same Church Windows error.

- Go to Control Panel > Windows Update. (You may need to choose to view by small or large Icons to see Windows Update)
- You will see a link there that says # of Important Updates Available. Click on that link and it will show you available Windows Updates.
- There you will see the Security Update for Microsoft Windows (KB4486563). Right click on that and then click on Hide Update. That will make it so that won't install again on a reboot of that computer.

The permanent solution is to upgrade your Church Windows to the current version of 21.18.3, but this cannot be performed successfully while this Windows Update is installed.

The basic idea is that once Church Windows has been opened one time in Version 21.18.3 without the Windows Update on the computer, the update may then be installed and will not break Church Windows. Then you can upgrade to version 21.18.3 on that machine, but do not open Church Windows yet.

- Uninstall the Security Update for Microsoft Windows (KB4486563) update as outlined above.
- Windows will shutdown and restart your computer at the end of uninstallation.
- Install Church Windows v21.18.3.
- Once version 21.18.3 is installed, open up Church Windows in order to get the data converted forward to that version.
- At that point, you can go back to Windows Updates and reinstall the Security Update for Microsoft Windows (KB4486563).

Thank you again for your patience as we work through these issues with Microsoft.

Please let us know if we can be of any further assistance.