



# System

## Microsoft Windows™ 8.1 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 8.1. 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 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.**

- Install 21.18.3 on the church computer(s), but do not yet open the program!
- Click Start button to go to Start window, type Control Panel – then left click on Control Panel
- Open Programs and Features > Click on View installed Updates.
- Scroll down to Microsoft Windows header (listed in blue)
- It should list Security Update for Microsoft Windows (KB4487000) > Right Click > Click Uninstall.
- Reboot Computer
- Open Church Windows and you are done!

**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, follow these steps on the server machine only.**

- Click Start button to go to Start window, type Control Panel – then left click on Control Panel
- Open Programs and Features > Click on View installed Updates.
- Scroll down to Microsoft Windows header (listed in blue)
- It should list Security Update for Microsoft Windows (KB4487000) > Right Click > Click Uninstall.
- Reboot Computer.
- Click Start button to go to Start window, type Windows Update – then left click on Windows Update
- Click the link that says # important updates available.
- Right click on the appropriate (KB4487000) and click Hide Update
- Open Church Windows and you are done.

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.