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POS International, Inc. Support Bulletin:

Microsoft Update Breaks DOS environment in windows XP

Microsoft Windows Updates for Windows XP dated about 10/8/2012 - 10/12/2012 with the following KB identifiers has caused the users of Power POS to get out of memory error messages.

kb2749655
kb2756822
kb2661254-v2
kb2724197

These must be uninstalled to regain the memory originally available to the DOS environment under which Power POS runs.

UNINSTALL of Windows XP Updates.

- Go to the control panel and click Add\Remove Programs.
- Once it populates, look at the top of the box and add a check mark to the box marked 'show updates'.
- It will repopulate the window again and all updates will be listed.
- In the upper right select "sort by:" DATE
- Scroll to near the bottom of the list and you will see the updates in question
- Uninstall each one, restarting as needed.

Some of the update may give a warning about certain programs "possibly" not running properly, but those warnings may be ignored.

Prevent the updates from returning.

1. Go to "Start"
2. Right Click on "Computer" select "properties"
3. Click on the "Automatic Updates" tab
4. Select the option "Turn off automatic updates"
5. Click "apply" but DO NOT CLICK "OK",
6. Click on the link that says "Windows update website"
7. Once the website loads, Click on the "GO" icon next to where it says "NEW! Get Microsoft Update today" (you may have done this in the past, if so, you will be brought directly to the "Microsoft Update" site)
8. Click on "Start Now"
9. Click on "Continue"
10. Click on the top bar of the newly loaded webpage, where it ask you to install an active-x control
11. Click "Install"
12. Then click on "Check for updates"

- 1 -

Document provided courtesy of:

~POS International Technical Support Department~ ~ ~5079 N Dixie Hwy #280~ ~Oakland Park, FL 33334~
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13. Click on "Custom"
14. After a time, the website MAY state "Software Upgrade for Some Windows Components Required", if so, then select "Download and install now"
15. After a time, the website will state "Software Update is complete" click "Continue"
16. On the LEFT sidebar select "Select by Product" "Windows XP"
17. On the list of available updates, Click the PLUS (+) sign next to each of the updates listed above
18. Then Uncheck each of the updates, which will activate the "Don't show this update again" check box.
19. Check the "Don't show this update again" check box, the whole update will become grayed out
20. Then click "Install Updates" in the LEFT sidebar
21. At this point you may close the Microsoft Update website
22. You should again see the "Automatic Updates" window (#3 above)
23. You may then select "Automatic (Recommended)"
24. Then click "OK"

This should prevent the updates above from ever loading again.



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Legend of Terms and phrases used in Support Bulletins:

- Click = the instruction to click ALWAYS indicates using the Left mouse button unless specifically stated to Right click.
- Computer Name = found by Right clicking **My Computer** > click **Properties** > click **Computer Name** tab > find the **Full Computer Name**.
- Printer Share Name = found by opening the **Printers window** > Right click the **printer** > click **Properties** > click **Sharing** tab > find the **Share Name**.
- Program Menu = each program is put into the **Start menu**, under **All Programs** during the installation. This may be changed during the install. Typical menus for POS International software are: Power POS, Retail Power POS, Salon Power POS, Cell Power POS, and Retail Power for Education. If the Program Menu is empty, the items can be found in the Installation Folder.
- Installation Folder = this is the location where the software is installed. Like the Program Menu, this may be changed during the install. To find this, Right click on the **software icon** on the desktop > click **Properties** > find **Start In**. To open the Install Folder, open **My Computer** > open the **Drive** > open the **FolderName**.
 - Power POS, Retail Power* Manager Start In example: [P:\FolderName](#) (where P: = the Drive).
 - Retail Power* POS Start In example: [C:\FolderName](#) (where C: = the Drive).
- Printers window = the Printers window can be accessed several different ways, all of which begin by clicking on the **Start** menu, then:
 - Click **Printers & Faxes**
 - Click **Control Panel** > **Printers & Faxes**
 - Click **Control Panel** > **Printers & Other Hardware** > **View Installed Printers or Fax Printers**
- Printer Port = this is the port on the computer where the printer plugs into. The port name will depend on the type of connection on the hardware device.
 - **Parallel** (LPT1:, LPT2:, etc.) = the cable will connect to a 25-F port on the computer.
 - **Serial** (COM1:, COM2:, etc.) = the cable will connect to a 9-M port on the computer.
 - **USB** (USB001, etc.) = the cable will connect to a USB port on the computer.
 - **Remote** = [\\ComputerName\PrinterShareName](#) of the computer where printer is connected.
- Common Function Keys in Power POS / Retail Power* Manager:
 - **F2:** Lists records located in a file.
 - **F4:** Deletes the record that is open
 - **F10:** Saves the record that is open.
- Within the Support Bulletin, words or phrases in **BOLD** are to be clicked on or typed in. Words or phrases in *ITALICS* are menu options within the Power POS / Manager software.

*The phrase Retail Power may refer to any of the following programs: Retail Power, Salon Power, Cell Power, & Retail Power for Education.

If you need further assistance, please call POS Technical Support. Also keep in mind that you must have a valid support contract in order to receive technical support.

- 3 -

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