

Solution for Current Microsoft Update Issues.

While Microsoft work on fixing the updates, which have prevented access to Intranet HTTP websites such as <http://interchange.moray.gov.uk> for some users, we will be uninstalling the updates.

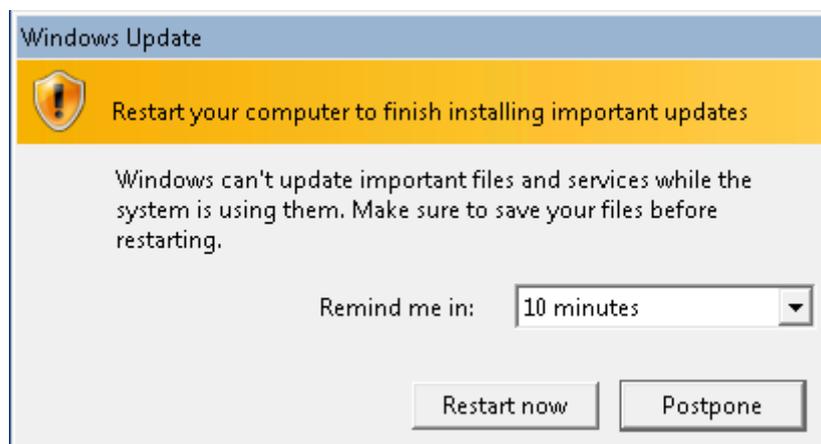
For those that are affected you will see the following icon appear in your system tray, this is an indication that the process has begun.



The icon will be in the system tray, bottom right of the screen.

Clicking on this icon will show one of two things:

One



This means that the updates have been successfully removed.

If you are experiencing problems accessing internal websites please carry out the following steps:

1. Save any work that needs to be saved
2. Close all applications
3. Select 'Restart now'
4. Do not power off the device during the removal and reboot process.

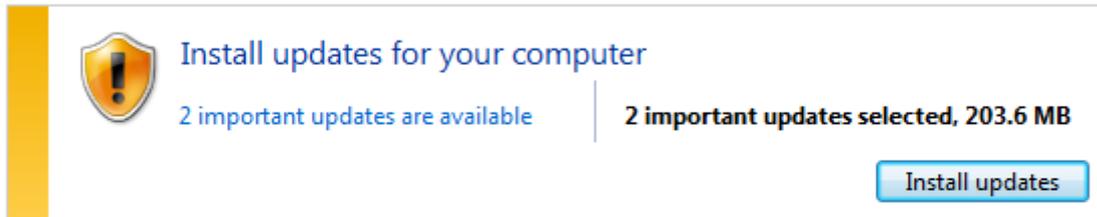
Once the machine has restarted carry out the following steps:

1. Logon to the machine.
2. Open browser and attempt to access <http://interchange.moray.gov.uk>
3. If you are unable to access the site follow the 'Clear Browsing History' at the end of this page.

Or you might see the following:

Two

Windows Update



The image shows a Windows Update notification banner. On the left, there is a yellow shield icon with a black exclamation mark. To the right of the icon, the text reads "Install updates for your computer" in blue. Below this, it says "2 important updates are available" in blue. To the right of a vertical line, it says "2 important updates selected, 203.6 MB" in black. In the bottom right corner, there is a blue button with the text "Install updates" in white.

Most recent check for updates: Today at 09:50
Updates were installed: Today at 09:40. [View update history](#)
You receive updates: Managed by your system administrator
[Check online for updates from Windows Update](#)

Clicking on the link '2 important updates are available' will show the following

<input checked="" type="checkbox"/>	Name
	Windows 7 (2)
<input checked="" type="checkbox"/>	(Uninstall:) 2019-05 Cumulative Security Update for Internet Explorer 11 for Windows 7 for x86-based systems (KB4498206)
<input checked="" type="checkbox"/>	(Uninstall:) 2019-05 Security Monthly Quality Rollup for Windows 7 for x86-based Systems (KB4499164)

Although the first screen suggests that there are two updates available for install, the second screen shows that these updates are set to be uninstalled.

Clicking on 'OK' for this screen and 'Install updates' on the next will start the process.

Once the updates have been removed you will be prompted to reboot the machine:

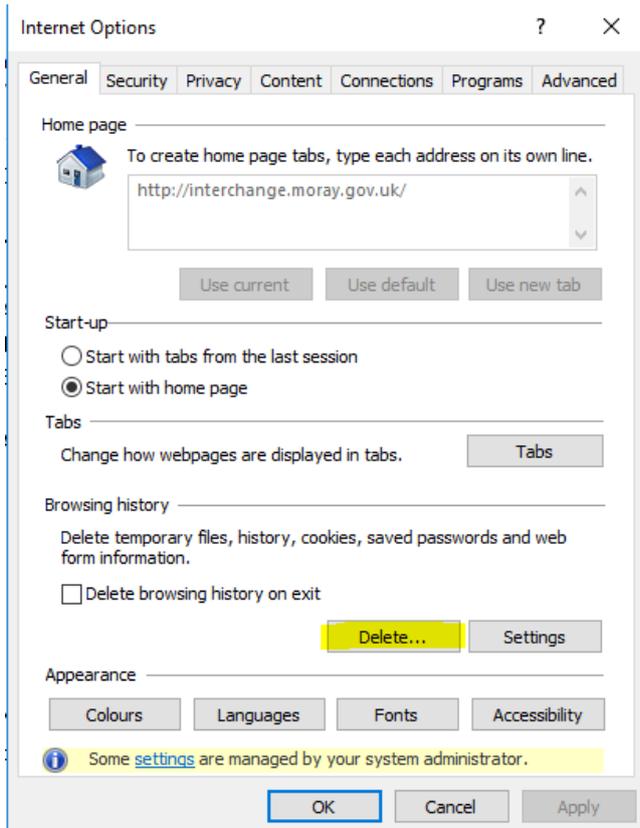
1. Save any work that needs to be saved
2. Close all applications
3. Select 'Restart now'
4. Do not power off the device during the removal and reboot process.

Once the machine has restarted:

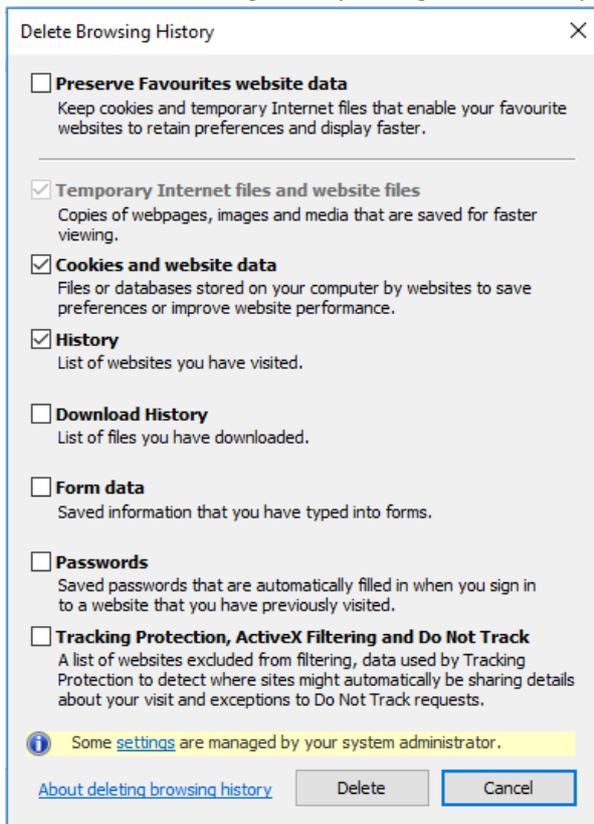
1. Logon to the machine.
2. Open browser and attempt to access <http://interchange.moray.gov.uk>
3. If you are unable to access the site follow the 'Clear Browsing History' at the end of this page.

Clear Browsing history

- 1 Open the Tools menu, select Options (if the Tools menu is not available click the  icon in the top right corner of the browser and select 'internet options'.



- 2 Click the 'Delete...' button
- 3 The 'Delete Browsing history dialogue box will appear.



- 4 If 'Preserve Favourites website data' is ticked, ensure it is unticked
- 5 Click 'Delete' button.
- 6 In a few moments a message will appear at the bottom of the browser

A screenshot of a message box from Internet Explorer. The message box has a yellow border and a white background. The text inside reads "Internet Explorer has finished deleting the selected browsing history." and there is a small 'x' icon in the top right corner.

Internet Explorer has finished deleting the selected browsing history.

- 7 Once this appears, Click 'OK' on the Internet Options dialogue box and close the message at the bottom of the browser screen.
- 8 You should now be able to access <http://interchange.moray.gov.uk>

If you are still experiencing issues after carrying out these steps please raise a call via the online Portal <http://ictservicesdesk:8080/SunriseLive/web/SContacts/>