



NOTE 32

Windows 10 updates and VSC

Certain Windows 10 updates are known to cause issues with Interval Zero's RTX64 which is a requirement for using our AVB VSC (virtual sound card). To prevent Windows updates from breaking your VSC we recommend you prevent Microsoft from automatically applying updates.

Currently we know of at least one specific update that causes the VSC to fail at boot because it breaks RTX64. Windows update KB4056892 needs to be removed if it is currently installed on your system. To do so, follow these steps:

1. Open Windows update and click "View installed update history"
2. Click "Uninstall updates"
3. Search the list for KB4056892, highlight it and click "Uninstall"
4. Reboot your system, the VSC should start correctly now.

You can check the Tech Note Library on the Interval Zero website for more details on these issues:

<https://www.intervalzero.com/technical-support/>

1 Requirements

Be aware that the methods below ONLY work on Windows 10 Pro or Enterprise editions. For this reason we require all VSC installations to be running one of those versions, Windows 10 Home is NOT supported.

2 Preventing update

There are several ways to prevent updates from being installed automatically, although with Windows 10 it is not as simple as it was with previous versions of Windows. Below are a few ways to accomplish this:

2.1 Pausing updates

Microsoft does allow you to easily "pause" updates for up to 35 days. This is not the recommended long term solution but can be employed for short term testing.

1. Open Windows update and click "Advanced options"
2. Find the "Pause update" section and click it to "On"
3. Note that it will tell you the date that updates are paused until so you may want to make a note to check it again on that date.

2.2 Disabling automatic updates

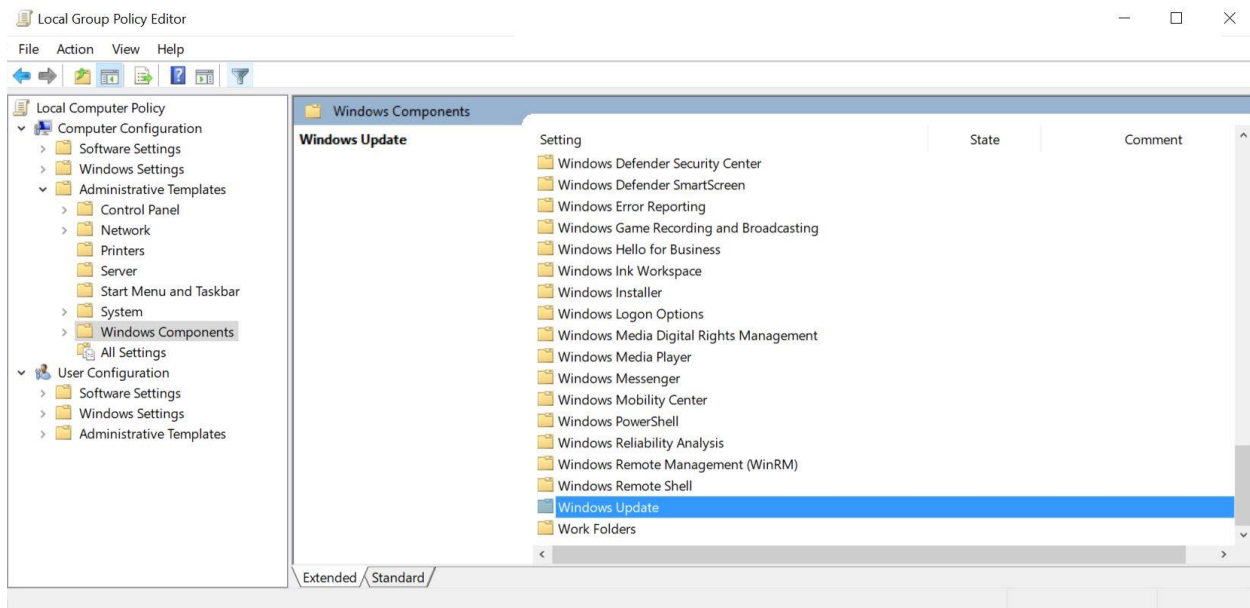
There are several ways you can prevent Windows from installing updates automatically

2.2.1 Change group policy update settings

Microsoft has made it very difficult to disable automatic updates in Windows 10. For companies who want to test updates before deploying those updates, they can configure the PC to look for updates on a specific server. You can then control that server and which updates will be seen by the end PC.

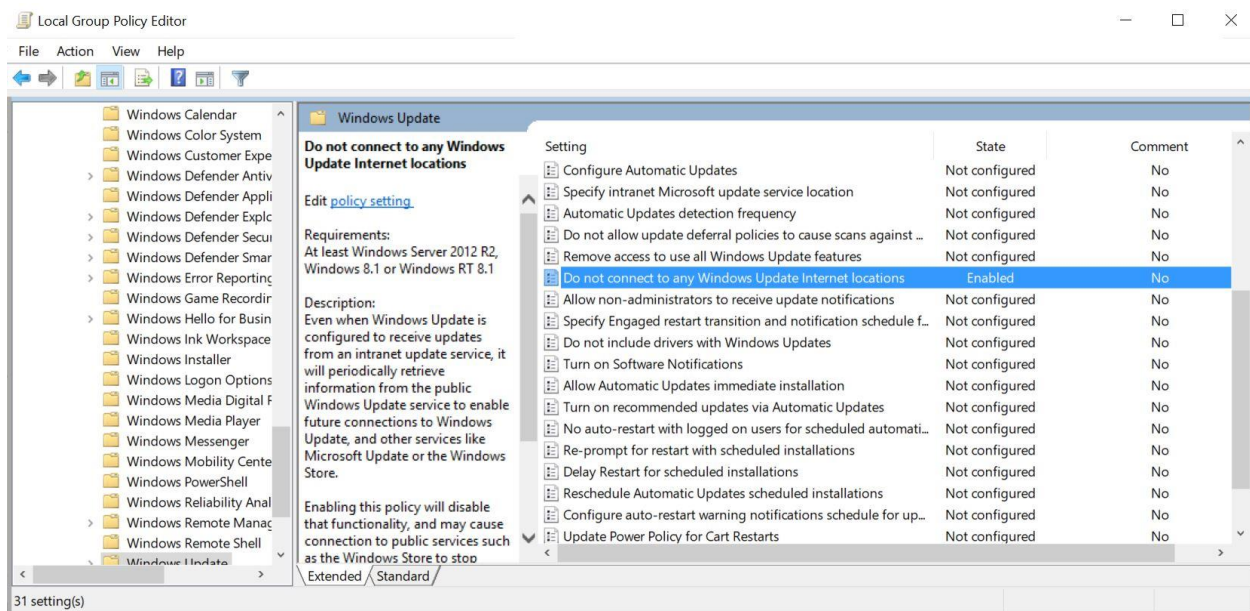
The service that runs on the server to enable this is called Windows Server Update Services (WSUS). So, you can configure the end PC to point to a server, running locally or remotely, and that server would be running WSUS. If the server is not WSUS or the server is not running at all, the end PC will fail to get updates.

To configure the end PC you need to run the 'Local Group Policy Editor'. Type in 'edit group policy' in the Start menu to get here...



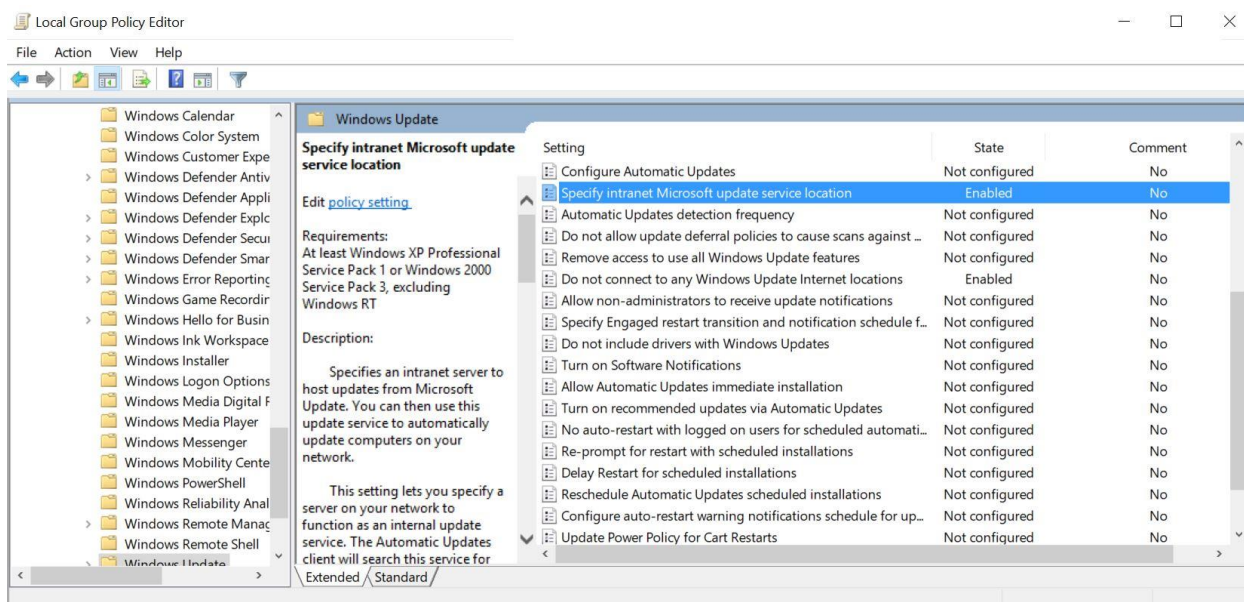
Open Local Computer Policy
 \ Computer Configuration
 \ Administrative Templates
 \ Windows Components
 \ Windows Update

First configure Windows to never go to Microsoft for updates as shown below by double clicking and setting it to "Enabled" then clicking OK.

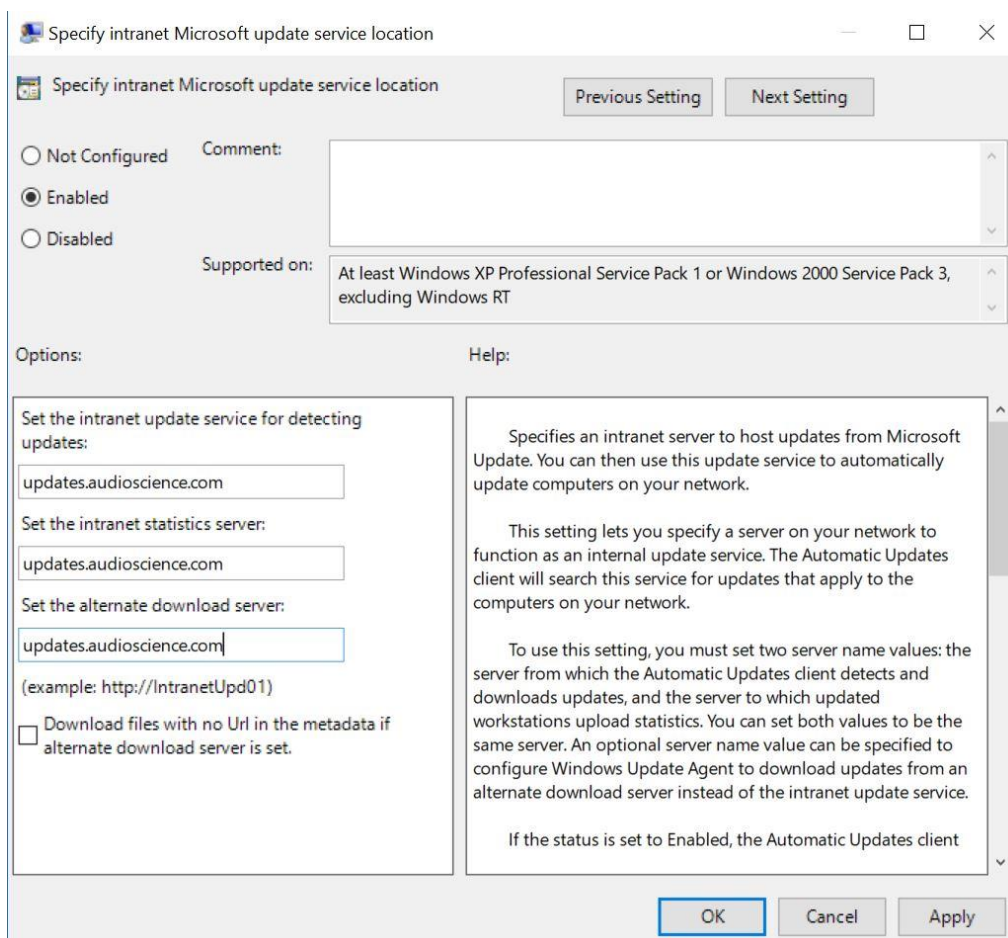


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Then specify intranet (or internet) Microsoft update service location



The example below adds an address that will not resolve and therefore updates will be disabled until there is an WSUS service running at updates.AudioScience.com



For an online example of using this method, check this page:

<https://www.windowcentral.com/how-stop-updates-installing-automatically-windows-10>

2.2.2 Editing Windows registry settings

There is an alternative method of changing how Microsoft applies updates. We recommend using this method ONLY if you are unable to use the method detailed above. For details on how to use this method, click the link above and scroll to the section entitled "How to prevent automatic updates using the Registry"

3 Tech Support

If at any point you need help with these instructions please contact our Technical Support department at 585-271-8870 between the hours of 9AM and 5PM EST

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