NEW Instructions to resolve ERROR 3343
when opening Total Dataset

The cause for this error is one of the various Security updates released for Windows on 9th January 2019. You need to download the latest version of Total/Total Vet/DairyMate/QM Manager so that when the Windows Update re-installs after 24 hours it won't cause the same problem again.

PLEASE FOLLOW THE INSTRUCTIONS BELOW VERY CAREFULLY

For Total Vet, DairyMate and Quality Milk Manager Users

1. Go into your Total Vet/DairyMate/Quality Milk Manager Software.
2. Click on **Maintenance**, **Update Program**, **Proceed**.
3. Once back at the opening screen proceed into your data as normal.

For Total Users WITHOUT Total Payroll

1. Go your Total Software (click on **Closedown** if taken directly into your data).
2. Click on **Maintenance**, **Update Program**, **Proceed**.
3. Once back at the opening screen please then go into ALL of your live Datasets to convert them up to the new version. You can ignore Demo Datasets unless you wish to view them.

For Total Users WITH Total Payroll

First you will need to uninstall the Windows Security Update

Windows 10 Users (Your Windows Desktop has a [⊞] Start button)

1. First make sure you have closed all open programs.
2. Click on **Start** button.
3. Click on **Settings** cog button.
4. Click on **Update & Security** button.
5. In Windows Update page, click on **View update history**.
6. In Update History click on **Uninstall updates** at the top left.
7. At next screen go to top right-hand corner and click your mouse in the Search box.
8. Type in **KB4480966** and press Enter (if this isn't found then use **KB4480116**).

9. When the relevant **Security Update for Windows** line is displayed, **Right-Click** over it to see the option to **UNINSTALL UPDATE**, click on it and confirm you wish to remove it.

10. The update will be removed and your PC/Laptop will then reboot.

Windows 7 & 8 Users (Your Windows Desktop has a ![Windows Start icon] Start button)

1. First make sure you have closed all open programs.
2. Click on **Start** button.
3. Click on **Control Panel**.
4. Click on **Programs & Features**.
5. Look for **View installed updates** on left-hand side.
6. At next screen go to top right-hand corner and click your mouse in the Search box.
7. Type in **KB4480970** (for Windows 7) or **KB4480963** (for Windows 8) and press Enter.
8. When the relevant **Security Update for Windows** line is displayed, **Right-Click** over it to see the option to **UNINSTALL UPDATE**, click on it and confirm you wish to remove it.
9. The update will be removed and your PC/Laptop will then reboot.

After uninstalling the Windows Update please proceed as follows:

1. Go into your Total Software (click on **Closedown** if taken directly into your data).
2. Click on **Maintenance**, **Update Program**, **Proceed**.
3. Once back at the opening screen please then go into ALL of your live Datasets to convert them up to the new version. You can ignore Demo Datasets unless you wish to view them.
4. Certain integrity checks will be run before the data is loaded but it will otherwise load normally.

   If you get the message **Error 7004** shown below then call us on 01844 213003 as your data will need to come into us to be repaired.

   Sum-It Total

   ❌ An error occured trying to load Data Set 'Demo-Standard'

   Error Number: 7004

   Error Description: PRPay Table Missing - Data repair required (Jan '19 Windows Update)

   [OK]