Diamond Knowledge Base

TrafMan no longer working in XP Security Update (KB2724197)

Windows XP: Restore EMS (expanded memory) after 10 October 2012 Windows update

A Windows XP update installed on 10 October 2012 disables expanded (EMS) memory for DOS applications. This seriously affects some but not all users of TrafMan.

If you have Windows XP and you use TrafMan, and you find that TrafMan or associated software will not run or will not run correctly, you will want to undo or avoid this update. Here is how to do it.

If Windows XP has already installed the update that disables EMS, then do the following.

1. From the Start Menu, go to Settings, then Control Panel, then System. Go to the Automatic Updates tab, and change the setting from Automatic to Download updates for me etc. (We will change this back later.) Click OK.

2. Go to Settings, then Control Panel, then Add or Remove Programs. Check the box at the top that says "Show updates." Wait while the listing displays the updates. Near the bottom of the list, under Windows XP, you will see an item named "Security Update for Windows XP (KB2724197)." Click Remove. Follow the prompts until you are prompted to restart your system. Restart your system.

3. After your system restarts, go to Microsoft Update or Windows Update (which should be on your Start Menu). Click the Custom button. After a while you will see a list of High Priority Updates with one or more items. The one you want to find is "Security Update for Windows XP (KB274197)." Clear the check box next to that name. Click the plus sign next to the checkbox. Add a checkmark next to "Don't show this update again." If you have other updates listed, install them; otherwise, close Microsoft Update.

4. From the Start Menu, go to Settings, Control Panel, System; go to the Automatic Update tab, and again check Automatic again.

This update will not be installed again in the future and you will continue to have EMS for TrafMan.

If Windows XP has NOT already installed this update, then prevent it from being installed by doing step 3 above (although you need not restart your system first). You need not bother with the other steps.

The next time you visit Microsoft Update, you will see a warning that you have hidden important updates. Ignore it.

http://support.diamondtraffic.com/knowledgemanager/questions/124/