

# totalFBO

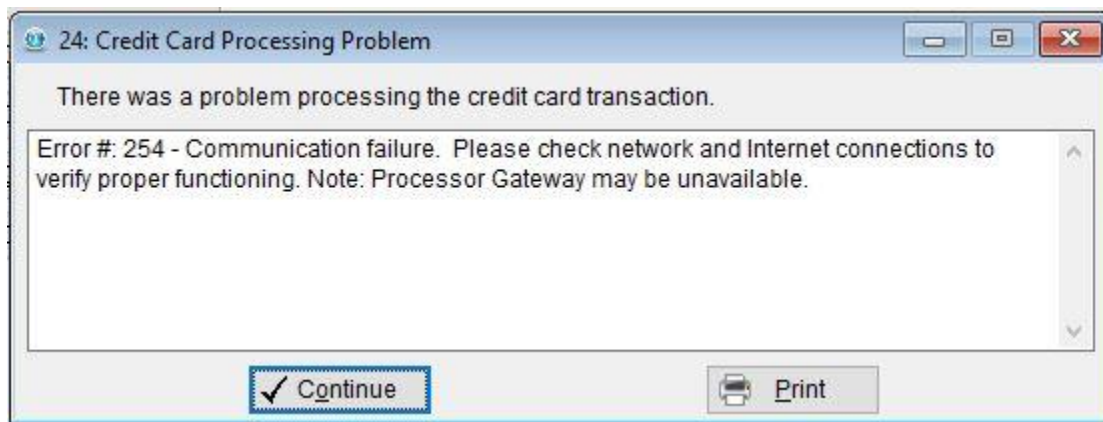
## Required Action for TotalFBO Desktop Customers Prior to the 7.10.047 Release

TotalFBO build 7.10.46 adds a new and important capability to significantly enhance credit card security, advancing from 128-bit to 256-bit encryption. One prerequisite to using the new 7.10.047 build is that a particular Microsoft product, “Microsoft Visual C++ 2015-2019 Redistributable (x86)” must be installed on every machine running TotalFBO.

If you are using a virtualized server environment where the user’s physical workstation connects to an application server to run TotalFBO, it is necessary to have this package installed on the server.

**You must have this package installed on the necessary machines prior to installing the new TotalFBO update.**

If you are running build 46 of TotalFBO and do not have this package installed, you are likely to get an error 254 “Communications Error”:

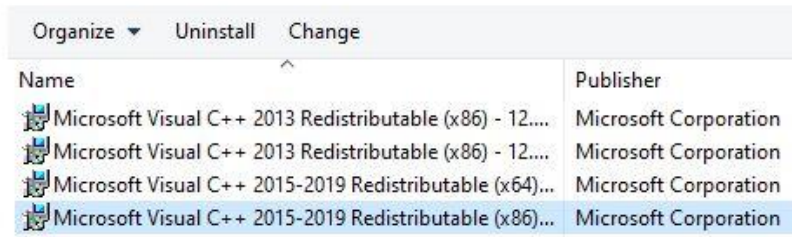


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To verify whether or not a particular machine has this installed, you need to go to the installed programs function in Windows. Different Windows versions will have different ways of launching this function. In Windows 10, go to Control Panel and launch 'Programs and Features'. Scroll down thru the list of installed programs to find this:

## Uninstall or change a program

To uninstall a program, select it from the list and then click Uninstall, Change, or



Name	Publisher
Microsoft Visual C++ 2013 Redistributable (x86) - 12...	Microsoft Corporation
Microsoft Visual C++ 2013 Redistributable (x86) - 12...	Microsoft Corporation
Microsoft Visual C++ 2015-2019 Redistributable (x64)...	Microsoft Corporation
Microsoft Visual C++ 2015-2019 Redistributable (x86)...	Microsoft Corporation

It is important to note that you must have the 'x86' version installed. It does not hurt anything to have the 'x64' version installed, but the 'x86' version is the one TotalFBO will use.

If you do not find this package is installed, go to this Microsoft web page: <https://support.microsoft.com/en-za/help/2977003/the-latest-supported-visual-c-downloads>

Scroll down until you see this section:

## Visual Studio 2015, 2017 and 2019

Download the [Microsoft Visual C++ Redistributable](#) for \ updates are the latest supported Visual C++ redistributa Included is a baseline version of the Universal C Runtime

- [x86: vc\\_redist.x86.exe](#)
- [x64: vc\\_redist.x64.exe](#)
- [ARM64: vc\\_redist.arm64.exe](#)

Click on the [vc\\_redist.x86.exe](#) line (highlighted above) and download it. Once it is downloaded, run this, and follow the on-screen instructions. Repeat this install process on every machine that will be running TotalFBO. You are now ready to install the latest build of TotalFBO.