
Windows Update Fails on Tangent computers starting on 2021-04-05.

The latest Windows update has caused Windows to crash on many, not all, Windows 10 computers worldwide. For VascuLab, this has affected our customers with Tangent all-in-one touchscreen PCs. The Tangent name / logo is located on the back of the Tangent PC (as opposed to the lower front Cybernet logo on the Cybernet PCs).

Please note that US Vascular (VascuLab) and Tangent are diligently working on a solution to this problem and have reported the problem to Microsoft.

Read this document for the latest information.

For more help with your VascuLab, please call us at [800 326 1169](tel:8003261169) or email to help@vasculab.com.

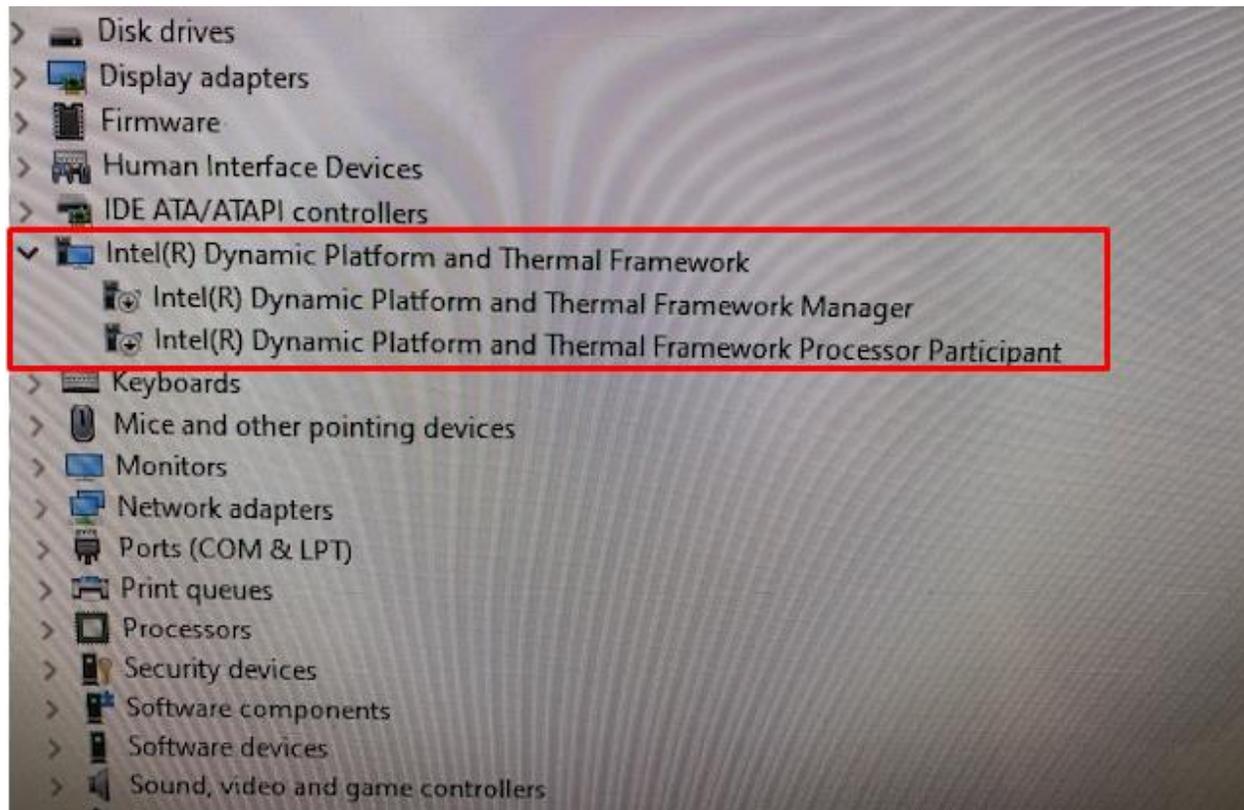
Preferred Option (Disabling Offending Drivers)

- 1) Advanced Repair Options
- 2) Trouble Shoot
- 3) Advanced Options
- 4) Startup Settings
- 5) Restart
- 6) Option 4, Enable Safe Mode
- 7) Login as Admin (nvsA)
- 8) Windows Key + X
- 9) Device Manager (M)
- 10) Intel Dynamic Platform and Thermal Framework (expand, see image on next page)
 - a) *Manager
 - b) *Processor Participant
- 11) right mouse each of the two above and disable (icon on left showing disabled)
- 12) Pick one
 - a) restart ctrl+alt+del and sign out, on right use power button to restart
 - b) restart Windows Key, Power, restart (usually very slow to respond in this case)
- 13) login as normal user (nvs)
- 14) From the NVS Service screen, please record the Serial number, Firmware Version and Software Version. Email this information with a statement of what was done to correct the Tangent /Microsoft issue to help@VascuLab.com.

Post Cleanup

- 1) You may need to reload printer drivers.
- 2) If you need to reload the VascuLab NVS software, the latest version can be found here...
 - a) <http://www.us-vascular.com/#service>
 - b) <http://www.us-vascular.com/downloads/nvs/web/release/setupNVS-1-1-28.msi>

Device Manager Drivers to Disable



Option to Permanently Remove Driver

- 1) Login as Admin (nvsA) or user (nvs)
- 2) Download NoDPTF.msi from US-Vascular.com, Service, Downloads
 - a) <http://www.us-vascular.com/downloads/tangent/NoDPTF.msi>
 - b) Right mouse click on the file and choose "Show in Folder"
 - c) Rename the "NoDPTF.msi" file to "NODPTF.reg" by right mouse click / rename
- 3) Run RegEdit as an Administrator
- 4) Type "RegEdit" in the Windows search bar (lower left)
 - a) Registry Editor should appear as an option to Run
 - b) If you logged in as Admin then Run / Open or else "Run As Administrator"
- 5) In RegEdit click on File / Import
- 6) Navigate to where the "NODPTF.reg" file is saved
- 7) Select the "NODPTF.reg" file and click "Open"
- 8) Verify the problem driver is removed
 - a) Restart Windows
 - b) Windows Key + X
 - c) Device Manager (M)
 - d) "Intel Dynamic Platform and Thermal Framework" should no longer be visible in the Device Manager

No Longer Recommended Option

Until we can resolve this issue, It is recommend that Windows updates be paused until further notice.

To pause Windows updates,

- Click the Windows Start button
- Click the Settings cog icon
- Select Update and Security
- Select Advanced Options
- Under Pause Updates, click the drop list under Pause until and select May 5, 2021
- Click the back arrow next to Settings (top left of window)
- Under Windows Update, you should see “Updates paused” - DO NOT CLICK the Resume updates.
- Close the Settings window

If you are currently experiencing this Windows crash, the current recommendation is to select the Reset / Repair option provided on the crash screen. After several tries and reboots, most have found that Windows is able to function adequately. You may need to reload printer drivers. If you need to reload the Vasculab NVS software, the latest version can be found here: [NVS Web Install Release 1.1.28 2020-08-01](#)