

Windows 7

Connecting to PigCHAMP Online

Workaround

Short Description: Windows 7 cannot connect to PigCHAMP Online since new server upgrade.

Issue:

After the PigCHAMP Online server upgrade, Windows 7 computers cannot connect.

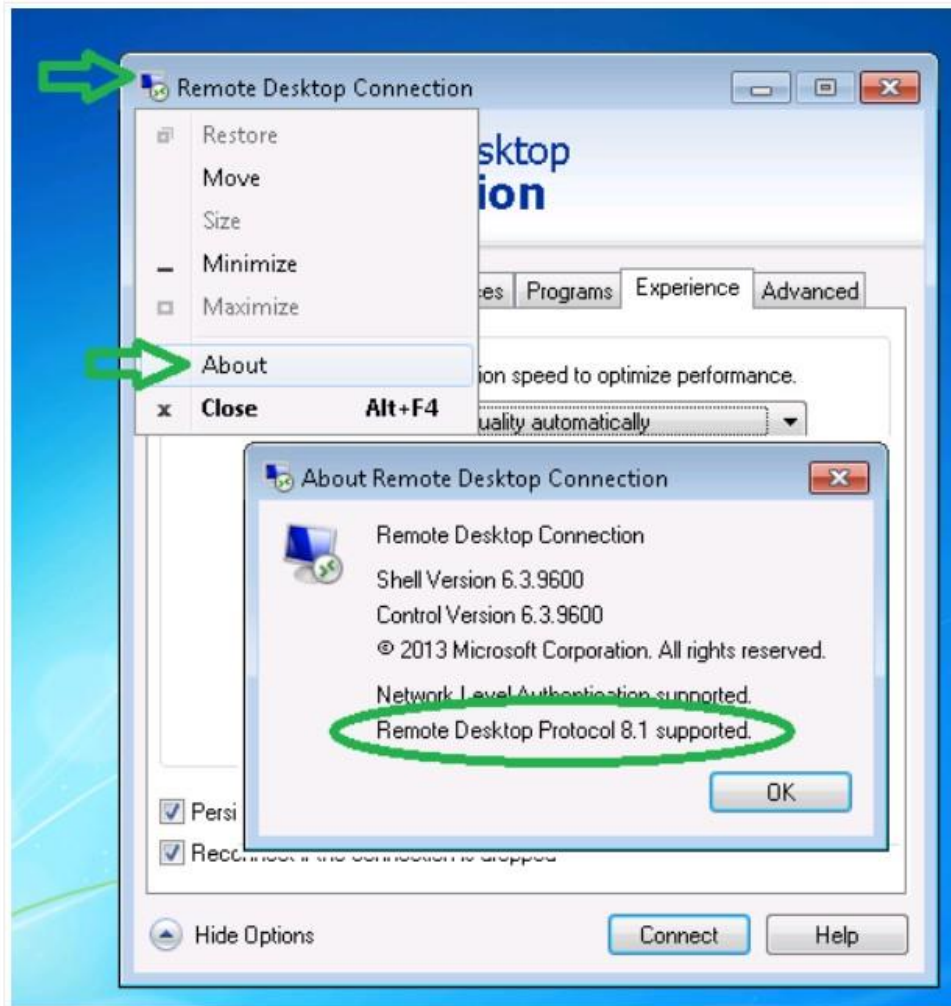
Note:

Windows 7 was declared end of life by Microsoft in January 2020 and is no longer supported by Microsoft or PigCHAMP. It is highly recommended to upgrade to Windows 10 to avoid future security issues.

Workaround:

PigCHAMP uses a secure Remote Desktop Protocol to connect to the new server. Windows 7 needs to have the ability and configuration to connect securely.

First, make sure **ALL Windows** updates have been performed on the Windows 7 computer including optional updates. When Windows 7 is up to date on all updates, check the version of RDP connection supported by opening Remote Desktop Connection, right-clicking on the computer symbol at the top left corner and choosing About as shown below. It MUST show Remote Desktop Protocol 8.1 Supported. If not, more Windows Updates must be applied until this standard is supported.



Once Remote Desktop Protocol 8.1 shows as supported, you will need to download and install the MicrosoftEasyFix51044.msi patch which can be found here:

<https://www.pigchamp.com/Portals/0/Downloads/PigOnline/MicrosoftEasyFix51044.msi>

After both steps are completed successfully, then you can connect to the PigCHAMP Online server with Windows 7.

These changes may not work on certain versions of Windows 7 – such as Single Language or Starter editions. It is recommended to upgrade to Windows 10 to prevent future security issues with Windows 7 computers.