

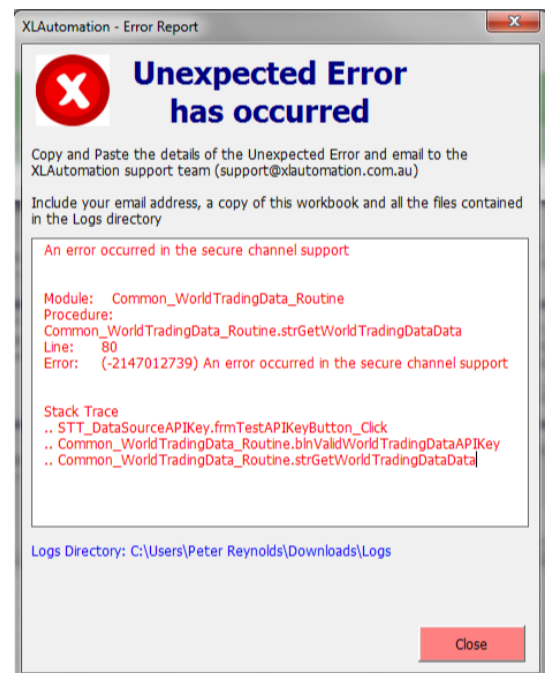
## World Trading Data API – An Error occurred in the secure channel support

The latest release of Share Tracker Tracker v3.4.2 has included a new integration to World Trading Data. For most users the integration is working effectively but for some users on Windows 7 the following error is being seen when attempting to validate the API key or trying to Update Prices using World Trading Data.

Responses from World Trading Data support team have indicated that the error is related to the communication protocol being used. Other developers have seen similar issue with clients running applications on Windows 7.

Here is a link to a post on stack overflow that discusses this error and a potential work around to resolve it.

<https://stackoverflow.com/questions/44045305/vba-an-error-occurred-in-the-secure-channel-support>



Reference links used in developing this resolution

Stack Overflow post describing a similar problem

<https://stackoverflow.com/questions/44045305/vba-an-error-occurred-in-the-secure-channel-support>

Microsoft Support article with steps to enable TLS 1.1 and TLS 1.2 on a Windows 7 computer

<https://support.microsoft.com/en-us/help/3140245/update-to-enable-tls-1-1-and-tls-1-2-as-default-secure-protocols-in-wi>

Background on SSL in WinHTTP

<https://docs.microsoft.com/en-us/windows/win32/winhttp/ssl-in-winhttp>

How to get a list of installed updates on a Windows computer

<https://community.tenable.com/s/article/How-to-Get-a-List-of-All-of-the-Installed-Updates-on-Windows>

Linked In article on a similar problem, with relevance to VBA

<https://www.linkedin.com/pulse/working-vba-tls-protocol-srinath-gudimetla/>

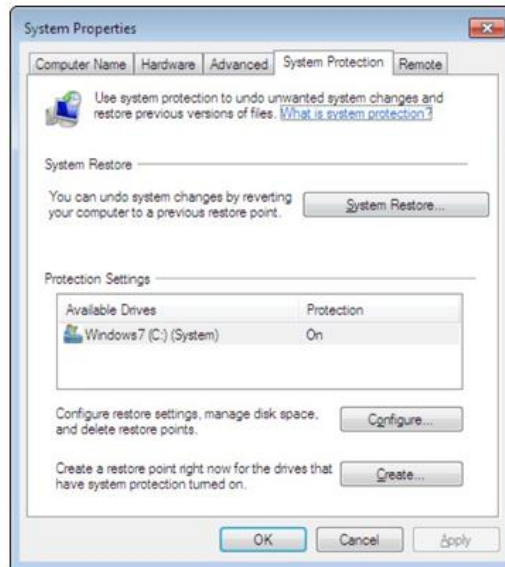
## Potential resolution steps

The following steps can be used to address this problem, this will effectively default the communication protocol to TLS 1.2. This is the minimum required secure communication protocol from World Trading Data.

### Before Starting Create Restore Point

Before you start the steps below take some time to create a restore point for your computer so that you can return to this point if the steps below adversely impact the operation of your computer

<https://www.dummies.com/computers/operating-systems/windows-7/how-to-create-a-system-restore-point-in-windows-7/>



Step 1 – Update to enable TLS 1.1 and TLS 1.2 as the default secure protocol for WinHTTP

Click on the link below...

<https://support.microsoft.com/en-us/help/3140245/update-to-enable-tls-1-1-and-tls-1-2-as-default-secure-protocols-in-wi>

Then scroll down and click on the link highlighted...."Microsoft Update Catalog".

### How to get this update

**Important** If you install a language pack after you install this update, you must reinstall this update. Therefore, we recommend that you install any language packs that you need before you install this update. For more information, see [Add language packs to Windows](#).

#### Method 1: Windows Update

This update is provided as a Recommended update on Windows Update. For more information about how to run Windows Update, see [How to get an update through Windows Update](#).

#### Method 2: Microsoft Update Catalog

To get the stand-alone package for this update, go to the [Microsoft Update Catalog](#) website.

#### Update detail information

##### Prerequisites

To apply this update, you must install [Service Pack 1 for Windows 7](#) or [Windows Server 2008 R2](#).

There's no prerequisite to apply this update in Windows Server 2012.

Now select the update for your computer, either the standard Windows 7 package or if you have a 64bit operating system the x64-based package.

Microsoft Update Catalog

Search results for "kb3140245"

Updates: 1 - 7 of 7 (page 1 of 1)

Title	Products	Classification	Last Updated	Version	Size	
Update for Windows Server 2012 (KB3140245)	Windows Server 2012	Updates	6/14/2016	n/a	1.1 MB	<a href="#">Download</a>
Update for Windows Server 2008 R2 for Itanium-based Systems (KB3140245)	Windows Server 2008 R2	Updates	6/14/2016	n/a	992 KB	<a href="#">Download</a>
Update for Windows Embedded 8 Standard for x64-based Systems (KB3140245)	Windows 8 Embedded	Updates	6/14/2016	n/a	1.1 MB	<a href="#">Download</a>
Update for Windows Server 2008 R2 x64 Edition (KB3140245)	Windows Server 2008 R2	Updates	6/14/2016	n/a	796 KB	<a href="#">Download</a>
Update for Windows Embedded 8 Standard for x86-based Systems (KB3140245)	Windows 8 Embedded	Updates	6/14/2016	n/a	619 KB	<a href="#">Download</a>
Update for Windows 7 for x64-based Systems (KB3140245)	Windows 7	Updates	6/14/2016	n/a	485 KB	<a href="#">Download</a>
Update for Windows 7 (KB3140245)	Windows 7	Updates	6/14/2016	n/a	485 KB	<a href="#">Download</a>


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Once it is downloaded to your computer, go to your downloads directory and double click on the downloaded package to install it.

Downloads

Share View

↓ This PC > Downloads

Name	Date modified	Type	Size
 windows6.1-kb3140245-x86_cdafeb409afbe28db07e2254f40047774a0654f18.msu	23/07/2019 9:37 PM	Microsoft Update ...	486 KB

## Step 2 – Default Secure Protocols registry subkey must be added

Now go back to the original linked page and scroll down to the section titled Registry Information

<https://support.microsoft.com/en-us/help/3140245/update-to-enable-tls-1-1-and-tls-1-2-as-default-secure-protocols-in-wi>

Now click on the link “Easy Fix” on this page highlighted below

**Method 1: Windows Update**

This update is provided as a Recommended update on Windows Update. For more information about how to run Windows through Windows Update.

**Method 2: Microsoft Update Catalog**

To get the stand-alone package for this update, go to the [Microsoft Update Catalog](#) website.

**Update detail information**

**Prerequisites**

To apply this update, you must install [Service Pack 1 for Windows 7 or Windows Server 2008 R2](#).

There's no prerequisite to apply this update in Windows Server 2012.

**Registry information**

To apply this update, the DefaultSecureProtocols registry subkey must be added.

**Note** To do this, you can add the registry subkey manually or install the “[Easy fix](#)” to populate the registry subkey.

Now click on the Download button

**Easy fix**

To add the DefaultSecureProtocols registry subkey automatically, click the **Download** button. In the **File Download** dialog box, click **Run** or **Open**, and then follow the steps in the easy fix wizard.

Notes

- This wizard may be in English only. However, the automatic fix also works for other language versions of Windows.
- If you are not on the computer that has the problem, save the easy fix solution to a flash drive or a CD and then run it on the computer that has the problem.

**Download**



Note: In addition to the DefaultSecureProtocols registry subkey, the Easy fix also adds the SecureProtocols at the following location to help enable TLS 1.1 and 1.2 for Internet Explorer.

The SecureProtocols registry entry that has value 0xA80 for enabling TLS 1.1 and 1.2 will be added in the following paths:

HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\Internet Settings

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Internet Settings

In the downloads folder double click on the file and run the easy fix wizard.

> This PC > Downloads				
Name		Date modified	Type	Size
	windows6.1-kb3140245-x86_cdafb409afbe28db07e2254f40047774a0654f18.msu	23/07/2019 9:37 PM	Microsoft Update ...	486 KB
	MicrosoftEasyFix51044.msi	23/07/2019 9:57 PM	Windows Installer ...	1,190 KB

Finally we need to **RESTART the computer** to apply the update

### Step 3 – Check that the package is successfully installed

To check a package has been installed follow the instructions below...for more details on this step click on the link

<https://community.tenable.com/s/article/How-to-Get-a-List-of-All-of-the-Installed-Updates-on-Windows>

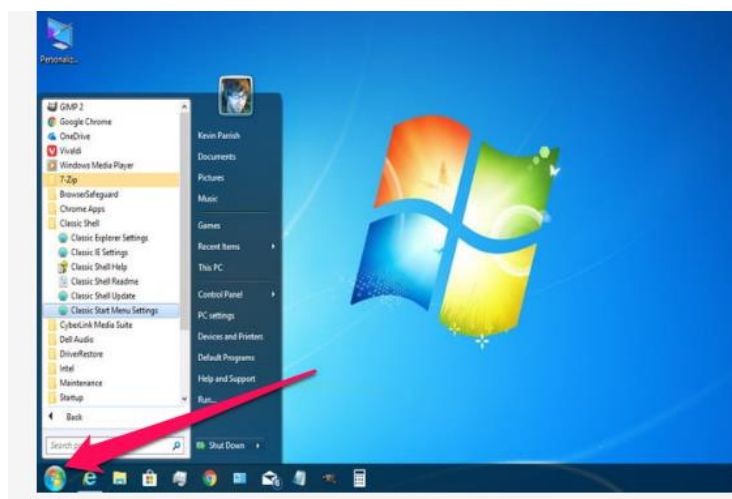
**Title**  
How to Get a List of All of the Installed Updates on Windows

**Description**  
WMIC stands for **Windows Management Instrumentation Command**.  
Running the 'wmic qfe list' command will output a list of all installed Windows and software updates applied to that computer.

**Steps**  
wmic qfe list is a Microsoft tool/utility and one that many of our plugins look at the output of to determine if the host has the desired KB updates or not. It is possible for an update to show as installed in the 'View Installed Updates' section and not show up in the qfe list. That is usually an indication that the update did not install correctly or fully.  
  
To run the command, open a command prompt as admin and run:  
  
`wmic qfe list`  
  
[Example of output in the cli:](#)  
  

<a href="http://support.microsoft.com/?kbid=9876543">http://support.microsoft.com/?kbid=9876543</a>	COMPUTER	Security Update
KB9876543	COMPUTER\Admin123	6/8/2015

Go to the Start button in the bottom left



The type in CMD... you will see the option Command Prompt select it and then hit enter

The enter the command... wmic qfe list

```
Command Prompt
Microsoft Windows [Version 10.0.17134.885]
(c) 2018 Microsoft Corporation. All rights reserved.

C:\Users\Scott>wmic qfe list

http://support.microsoft.com/?kbid=4343669  SCOTT-WORK-BENQ  Update  FixComments  HotFixID  Inst
http://support.microsoft.com/?kbid=4346084  SCOTT-WORK-BENQ  Update  KB4346084
http://support.microsoft.com/?kbid=4456655  SCOTT-WORK-BENQ  Update  KB4456655
http://support.microsoft.com/?kbid=4465663  SCOTT-WORK-BENQ  Security Update  KB4465663
http://support.microsoft.com/?kbid=4477137  SCOTT-WORK-BENQ  Security Update  KB4477137
http://support.microsoft.com/?kbid=4485449  SCOTT-WORK-BENQ  Security Update  KB4485449
http://support.microsoft.com/?kbid=4497398  SCOTT-WORK-BENQ  Security Update  KB4497398
http://support.microsoft.com/?kbid=4497932  SCOTT-WORK-BENQ  Security Update  KB4497932
http://support.microsoft.com/?kbid=4503308  SCOTT-WORK-BENQ  Security Update  KB4503308
http://support.microsoft.com/?kbid=4509094  SCOTT-WORK-BENQ  Security Update  KB4509094
http://support.microsoft.com/?kbid=4507435  SCOTT-WORK-BENQ  Security Update  KB4507435
```

Search the list and look for the **HotFixID "KB3140245"**, if that exists it has been installed successfully.

If the command does not run you may need to re-run the command prompt as an Admin user. See instructions on this below.

<https://www.isunshare.com/windows-7/run-command-prompt-as-administrator-in-windows-7.html>