

Windows 11 machines that throw Startup: Failure returned from Device Services

Summary:

We have an odd behavior recently seen in the field where the following errors occur and a payment device does not load. It shows as one or all of the following errors.

Startup: Failure returned from Device Services

The Uniterm log only lasts a minute but doesn't error out.

Failed: No connection could be made because the target machine actively refused it 127.0.0.1:8100

In the case that prompted this KB the Partner went from working Windows 10 machines and moved the same Counterpoint version and devices to the new Windows 11 station.

All the usual suspects were verified as correct.

Uniterm version in the logs was correct.

Device services was running.

Solution:

The issue proved to be a new Microsoft feature “memory integrity on the endpoint (WinDefender - DeviceSecurity)” Once disabled the payment device loaded correctly and Uniterm ran correctly.

Support does not have background on this feature and is the first we have heard of this causing an issue.

Any partners that can add detail to this KB please do in the comment section.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=1423>

