

Dear Friends of KHA,

We are starting to notice a trend in the Microsoft Windows XP Operating System. When either the customer or the computer initializes an Update of the Win XP operating system security tokens or other minor upgrade; when they reopen MacRepertory the Icon tool pallet is missing. This only happens in MacRepertory versions 5.7 or lower.

**A. Delete the known file causing the problem - Hotfix - KB824141**

1. Open Control Panels
2. Go to Add/remove programs.
3. Locate and highlight the Hotfix - KB824141 file.
4. Click Remove and follow the prompts to restart your computer.

**B. Restore your computers date to a time before the tool pallet went missing.**

1. Quit all programs.
2. Click on Start Button/All programs/Accessories/System Tools/System Restore
3. Click Next in the system restore window.
4. Select a date you know when you could see the Tool Palette.
5. Restore to that date and allow the computer to restart.
6. Reopen MacRepertory

**Also**

Set your computer to notify you of automatic updates, that way you can decline them. You do this by.

1. Right-clicking **My Computer**, and then click **Properties**.
2. Click the **Automatic Updates** tab, and then click "**Notify me before downloading any updates and notify me again before installing them on my computer.**"