



## Missing MR tool icon – Windows XP June 2005

Microsoft has a fix for the tool palette problem some users are experiencing with **Windows XP** and **MacRepertory Version 5.7** and below, including the "Gift of Homeopathy" CD.

***This does NOT affect our latest software versions MR 6.2 and higher.***

Unfortunately, we are unable to provide the fix directly. You must contact **Microsoft Professional Support**. Their number in the USA is 1-800-936-4900 (customers outside the USA must call their local Microsoft number to receive help).

Please select the option for **Hotfix** (currently #3 on list, but subject to change) and ask the service person for "**the Hotfix for article KB833509 patch**".

The Microsoft staff will send instructions on how to download and install the patch.

You will be asked to provide:

- Your Name and Phone number.
- The Microsoft product you are calling for: Windows XP - patch works for both Home and Professional editions.
- Verify your email address to send you the patch instructions.

After you download the patch from Microsoft you must unzip it and then double click on the **.exe file** to install it to the Microsoft service pack directory.

### **For tech support within the US and Canada**

Toll Free: 1-877-937-5368

Local: 1-415-457-0678

Email: [KhaTech@igc.org](mailto:KhaTech@igc.org)

Available Monday – Friday from 9:00 to 4:00 PST (Appt.'s Avail.)

### **For international tech support**

Contact your local representative or dealer by visiting our website at [kenthomeopathic.com](http://kenthomeopathic.com) or [KhaEurope.us](http://KhaEurope.us)

You may also call our **European Distribution Office** in the UK at 44 (0) 1883-331586. Availability times vary.