



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

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 or KhaEurope.us

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