

September 12, 2006

Dear Customer,

Below is explanation and resolution provided by CD Cops and Microsoft in regards to your accessibility of the LCCE CDs:

Executive summary:

-
- 1) The new hotfix **KB924867** is now ready for XP and Win2K3 in the 20 main languages.
 - 2) You must contact Microsoft in order to get it.
 - 3) Your customers must contact Microsoft to get it, you cannot pass it on to them.
 - 4) Within a week Microsoft will have a URL link that can be widespread.

Suggested update on your web support page:

(8th of August Microsoft's automatic Windows Update installed **KB917422** that conflicts with applications from several vendors. Microsoft has now made a hotfix, **KB924867**, that solves this problem.)

KB924867 can now be obtained by calling either your local Microsoft division or (800) 936-3100. Within a week we will announce a link to Microsoft's Download Center where this hotfix can be downloaded directly.

For Immediate Resolution:

For now the solution is to uninstall the **KB917422**, a good description from Oxford UP is here:

http://www.oup.co.uk/ep/cdroms/oed2v3_1/#9

For normal users the reduction in security by un-installing the **KB917422** is insignificant.

We apologize for the inconvenience. If you continue to experience problems please direct all inquiries to LCCE@cec.sped.org

Kindest Regards,

Allison Lee

Marketing and Sales Manager
The Council for Exceptional Children