

SERVICE UPDATE
Hotfix KB981793 for Microsoft®

May 28, 2010

It has been determined that Microsoft® Hotfix KB981793 released May 25, 2010, is causing problems with NStar and WIN-PAK®. Our initial investigation shows KB981793 is causing problems with Windows XP and Windows Server 2003 OS. The issue may present itself as "WIN-PAK Database Service had encountered a problem and had to shut down". If you see this problem, you will need to remove Hotfix for Windows XP (KB981793).

<http://support.microsoft.com/KB/981793> provides details about this patch.

Steps on how to remove:

1. Go to "Control Panel" -> Add/Remove Programs -> check "Show updates" button at the top.
2. Scroll down to the bottom of the list and remove Hotfix for Windows XP (KB981793).

IMPORTANT: If the computer is set up to automatically download updates, you will need to go to the Windows update site and check for updates. When you are prompted to press "Express" or "Custom," select "Custom."

Once update has done its check, you'll see that Update for Windows XP (KB981793) pops up. Uncheck it and then check "Don't show this update again."

After uninstalling Hotfix for Windows XP (KB981793) you will need to restart the WIN-PAK or NStar Services.

For general customer questions, please contact technical support.

For urgent questions, please contact:
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