Option Technologies Interactive – Technical Advisory 101023

<u>OptionPower 3.2.10 for Office 2007 – Chart Error Related to Microsoft Security Updates</u>

Clients who use OptionPower software with PowerPoint 2007 and Office 2007 and regularly install Microsoft updates may experience problems with the charts in OptionPower 3.2 for Office 2007.

The problem is due to bugs in two Microsoft Security updates that were issued in July 2010. The updates are Microsoft Office PowerPoint 2007 (KB982158) and Microsoft Office System (KB982312).

If the problematic updates are installed on your computer one or more of the following issues may occur when running an OptionPower slide show.

- The charts will not update to display the correct data during a slide show but will update when you exit the show.
- The F9 and F7 keys to refresh or change the data on charts will not work.
- The application may very slowly.

Microsoft will not be releasing a fix for this issue until December 2010 at the earliest. In the interim, the best way to fix the issue is to remove the security updates and change your automatic update settings so they will not be installed on your computer again.

Problem: In OP 2007 the charts do not update to show correct data, F7 and F9 keys do not respond

Cause: If the client has Security Update for Microsoft Office PowerPoint 2007 (KB982158) or Security Update for the 2007 Microsoft Office System (KB982312) the charts will not work correctly in OptionPower.

Solution: Remove the updates.

- For Windows XP go to the Control Panel, Add Remove Programs, click the checkbox to Show Updates. For Vista or Windows 7 go to the Control Panel, Programs and Features and click Installed Updates.

- Look for the update KB982312 under Microsoft Office, remove the update

- Look for the update KB982158 under Microsoft Office or under Microsoft Office 2007 Primary Interop Assemblies, remove all instances of the update

- Re-boot the computer*

* If you receive updates automatically, you should change your update settings and hide the two updates before rebooting so they will not be installed again. Go to http://update.microsoft.com, click Custom and remove the checkmarks for KB982158 and KB982312. Please note that many companies restrict access to this site. Please contact your IT department for additional support.

Alternative Solution:

If you prefer, you may download and install the beta version of OptionPower 3.2.19 for Office 2007. This release contains a work around solution to the chart error issue. Please call technical support at 407-872-3333 for assistance with the beta download.