

Microsoft® Windows® Security Patch May Cause Display Errors
If you experience problems with your graphics display adapter, follow this workaround.

A recent Microsoft Windows Security Update (MS06-015 / KB908531) appears to cause some graphics display adapters to become corrupt and fail to operate properly. If you are experiencing symptoms such as larger than normal icons and fonts, your system may have been affected. According to Microsoft's support web site, an updated, targeted re-release of the patch that does not cause this problem is expected on April 25th. In the meantime, if your video drivers are not operating properly, follow the workaround detailed below that tells you how to reinstall the uncorrupted versions of your graphics drivers.

In this procedure, you will initiate the Windows "Restart" process, which includes shutting down and then automatically restarting. However, before the system begins the automatic restart, you must open the Windows Advanced Options Menu and initiate Windows Safe Mode. Next, you will delete the corrupted display driver, and reboot your computer in normal mode. During startup, Windows will automatically detect the missing driver and will auto-install the uncorrupted version of the driver.

For more information, please contact Alteer Customer Support by telephone (949.790.0400, Mon-Fri., 6:00am-5:00pm, Pacific Time) or e-mail support@alteer.com.

- 1 Close all applications.
- 2 On your taskbar, click **Start** and then click **Shut Down**.
- 3 In the **Shut Down Windows** dialog box, click the **ARROW** and click **Restart**.
- 4 Click **OK**. Windows performs the normal shut down operations—logging off, saving your settings, and, finally, shutting down. The display screen goes blank.
- 5 While your screen is blank and *before* Windows launches, on your keyboard press **F8**. You may have to press it several times. (If your computer is configured to boot to multiple operating systems, press **F8** when the boot menu appears.) The Windows Advanced Options menu appears.
- 6 On your keyboard, use the **UP** and **DOWN ARROW** keys to highlight **Safe Mode with Networking**, and then press **<ENTER>**. Windows opens in safe mode.
- 7 Follow the prompts to log on to Windows.
- 8 In the **Desktop** dialog box, click **Yes**. Your desktop appears; it will look slightly different than normal.
- 9 On your taskbar, click **Start** and then click **Control Panel**.
- 10 In the Control Panel, click **System** and in the **System Properties** dialog box, click the **Hardware** tab.
- 11 Click **Device Manager**, and in the Device Manager dialog box, click to expand the **Display adapters** tree.

- 12 Click the display adapter and on your keyboard, press DELETE.
- 13 In the confirmation dialog box, click **OK**.
- 14 On the taskbar, click **Start** and then click **Shut Down**.
- 15 In the **Shut Down Windows** dialog box, click the **ARROW** and click **Restart**.
- 16 Log on to Windows.
Windows detects that your display driver is not installed and auto-installs it for you. (Follow the prompts, if any.) Your monitor display will flicker several times.
- 17 Reboot your computer in normal Windows mode.