

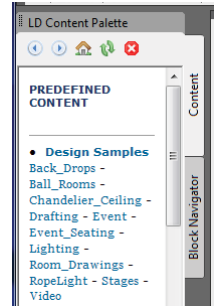
Using LD Content crashes the program

LD Assistant uses Internet Explorer (IE) 9, 10 or 11 to bring content into the drawing.

Microsoft has released an IE 11 Update that causes the Content Manger to crash.

The update from Microsoft affects LD Assistant AC08, AC10, AC12, AC13 and AC14.

We are very hopeful that Microsoft in the coming months will release a patch for IE 11 that resolves the conflict created by the IE 11 update.



Here is how you do it.

- First off you could do a System Restore and restore back to a point prior to the IE11 upgrade.

To stop Automatic Updates from installing IE11 updates again, you will need to hide it. See...

- HOW TO Hide an Update at...

<http://www.sevenforums.com/tutorials/24376-windows-update-hide-restore-hidden-updates.html>

To Remove the IE 11 Updates:

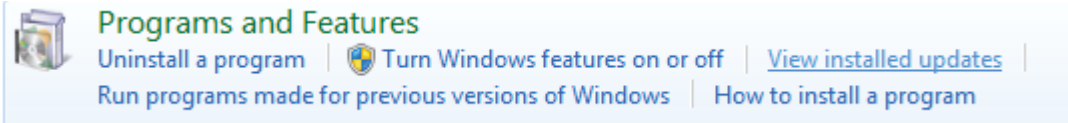
Go to Start... Click on Control Panel, when that opens click on programs



Programs

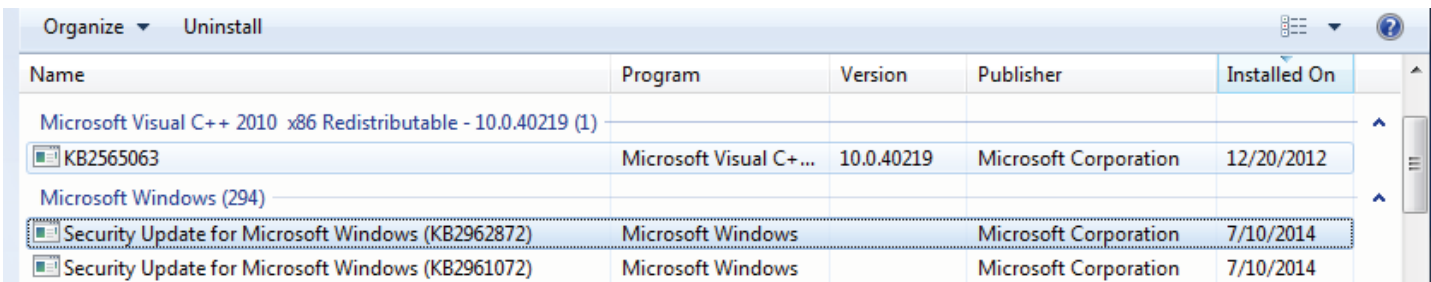
Uninstall a program

Next click on View installed updates



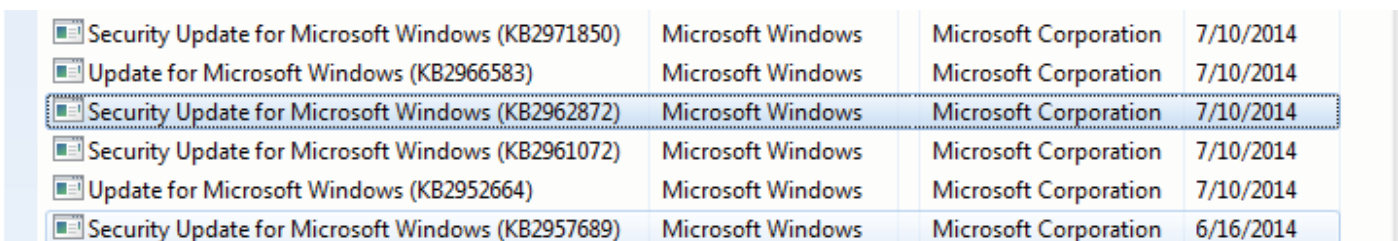
In the list look for and remove:

a) 32 bit Win 7 or 8... remove the Update for Internet Explorer 11 for Windows 7 (KB2962872)

A screenshot of the Windows 'Uninstall' window. The window title is 'Organize Uninstall'. It displays a table of installed programs and updates. The table has columns for 'Name', 'Program', 'Version', 'Publisher', and 'Installed On'. The row for 'Security Update for Microsoft Windows (KB2962872)' is highlighted with a dashed border.

Name	Program	Version	Publisher	Installed On
Microsoft Visual C++ 2010 x86 Redistributable - 10.0.40219 (1)				
KB2565063	Microsoft Visual C+...	10.0.40219	Microsoft Corporation	12/20/2012
Microsoft Windows (294)				
Security Update for Microsoft Windows (KB2962872)	Microsoft Windows		Microsoft Corporation	7/10/2014
Security Update for Microsoft Windows (KB2961072)	Microsoft Windows		Microsoft Corporation	7/10/2014

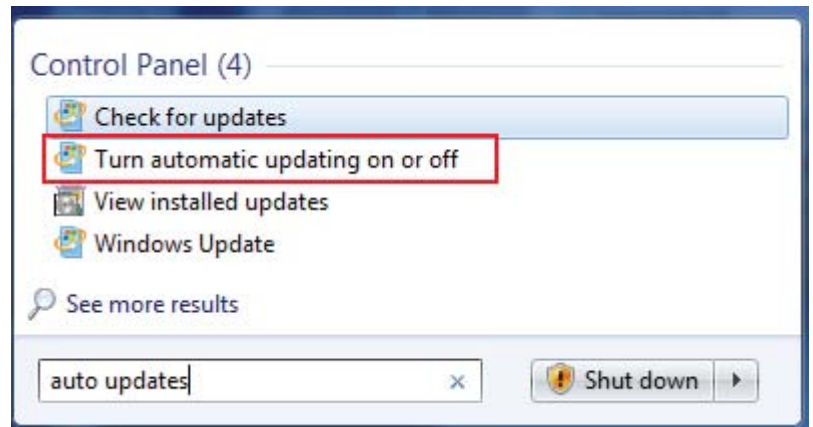
b) 64 bit Win 7 or 8... remove the Update for Internet Explorer 11 for Windows 7 (KB2962872)

A screenshot of the Windows 'Uninstall' window showing a list of installed programs and updates. The table has columns for 'Name', 'Program', 'Publisher', and 'Installed On'. The row for 'Security Update for Microsoft Windows (KB2962872)' is highlighted with a dashed border.

Security Update for Microsoft Windows (KB2971850)	Microsoft Windows	Microsoft Corporation	7/10/2014
Update for Microsoft Windows (KB2966583)	Microsoft Windows	Microsoft Corporation	7/10/2014
Security Update for Microsoft Windows (KB2962872)	Microsoft Windows	Microsoft Corporation	7/10/2014
Security Update for Microsoft Windows (KB2961072)	Microsoft Windows	Microsoft Corporation	7/10/2014
Update for Microsoft Windows (KB2952664)	Microsoft Windows	Microsoft Corporation	7/10/2014
Security Update for Microsoft Windows (KB2957689)	Microsoft Windows	Microsoft Corporation	6/16/2014

To turn off the Microsoft update.
Go to Start and in the search box type: auto updates.

From the list click on Turn automatic updating on or off.



Choose how Windows can install updates

When your computer is online, Windows can automatically check for important updates and install them using these settings. When new updates are available, you can also install them before shutting down the computer.

[How does automatic updating help me?](#)

Important updates

Check for updates but let me choose whether to download and install them

Install new updates: Every day at 2:00 PM

Recommended updates

Give me recommended updates the same way I receive important updates

Who can install updates

Allow all users to install updates on this computer

Microsoft Update

Give me updates for Microsoft products and check for new optional Microsoft software when I update Windows

Software notifications

Show me detailed notifications when new Microsoft software is available

Note: Windows Update might update itself automatically first when checking for other updates. Read our [privacy statement online](#).

OK

Cancel

Block Navigator

The Block Navigator is another way to drag content into the your drawing.

Using the Block Navigator does not require the use of Internet Explorer

If you have questions on how to use the Block Navigator call support at 708-499-0107

