



Microsoft published a Security-Patch (KB946983) for Outlook 2007 on March 11th, 2008. This update blocks users who installed an add-in to Outlook 2007, such as „Desktop SMS“.

- If you have not yet installed the Security Patch (KB946983) for Outlook 2007, we recommend immediately installing the newest version Desktop SMS 2.6.0, which is available on www.swisscom.ch/desktopsms. This should prevent the problem from occurring.
- If you already installed this security update, and your Outlook 2007 does not open anymore, this problem can be solved if you first uninstall the Security Patch, install the newest version Desktop SMS 2.6.0 and then install the Security Patch again. Just follow the instructions below:

1. Uninstall the Security Patch for Outlook 2007 (KB946983) as follows:

Windows XP

- Start -> Control Panel
- Choose Software
- Check „Show Updates“
- Choose „Security Update for Outlook 2007 (KB946983)“
- Choose „Delete“ and follow the instructions

Windows Vista

- Start -> control panel (Classic View)
- Choose „Programmes and Functions“
- Choose „Installed updates“
- Choose „Security Update for Outlook 2007 (KB946983)“
- Choose uninstall and follow the instructions

2. Uninstall the old version of Desktop SMS as follows:

- Open Microsoft Outlook 2007
- Menu „Tools“ -> „Desktop SMS Options“
- At Display „General Information“ -> Button „Uninstall“



- Choose button „Click here to uninstall Desktop SMS completely
- Choose “Yes” at the question „Do you wish to proceed?
- Outlook will close automatically

3. Installation of the new version of Desktop SMS 2.6.0

The newest version of Desktop SMS is available on www.swisscom.ch/desktopsms. The installation only takes a few minutes.

4. Security Patch for Outlook 2007 (KB946983) can be installed again, as follows:

Windows XP

- Start → All Programs → Windows Update (the Microsoft Update page opens)
- Use button „Express“
- Install Microsoft Security Update KB946983.

Windows Vista

- Use combination Windows and Pause button.
- Choose “Windows Update” (left below)
- Choose „Search Updates“ (top left)
- Choose „Show Available updates“
- Activate Security Update KB946983 and choose „Install“

For more information we are happy to serve you at www.swisscom.ch/customercenter.

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