

When you use Lighthouse For Max to connect to Excel .XLS type of data files, our software will use specific a Microsoft database by default. After October 10, 2017, you might not be able to connect to such data sources anymore.

The following would happen in our software:

- NiceLabel V6. You would see the "Database Login" dialog box, prompting you for the user name and password.

Windows updates from October 10, 2017 are a culprit for this problem.

## Solution

This workaround is applicable in NiceLabel V6.

Remove the Windows update that causes the problem. Find the update id for your Windows system in the list below and remove it.

- Windows 10 1703: KB4041676
- Windows 10 1607: KB4041691
- Windows 10 1507: KB4042895
- Windows 8.1: KB4041693
- Windows 7: KB4041681 and KB4041678

To remove the update, do the following:

1. Open Control Panel.
2. Navigate to Programs and Features>Installed Updates.
3. Find the update with the KB number in its description.
4. Click Uninstall.

Then make sure to temporary disable automatic updates, or Windows will install the update again at next update check.