

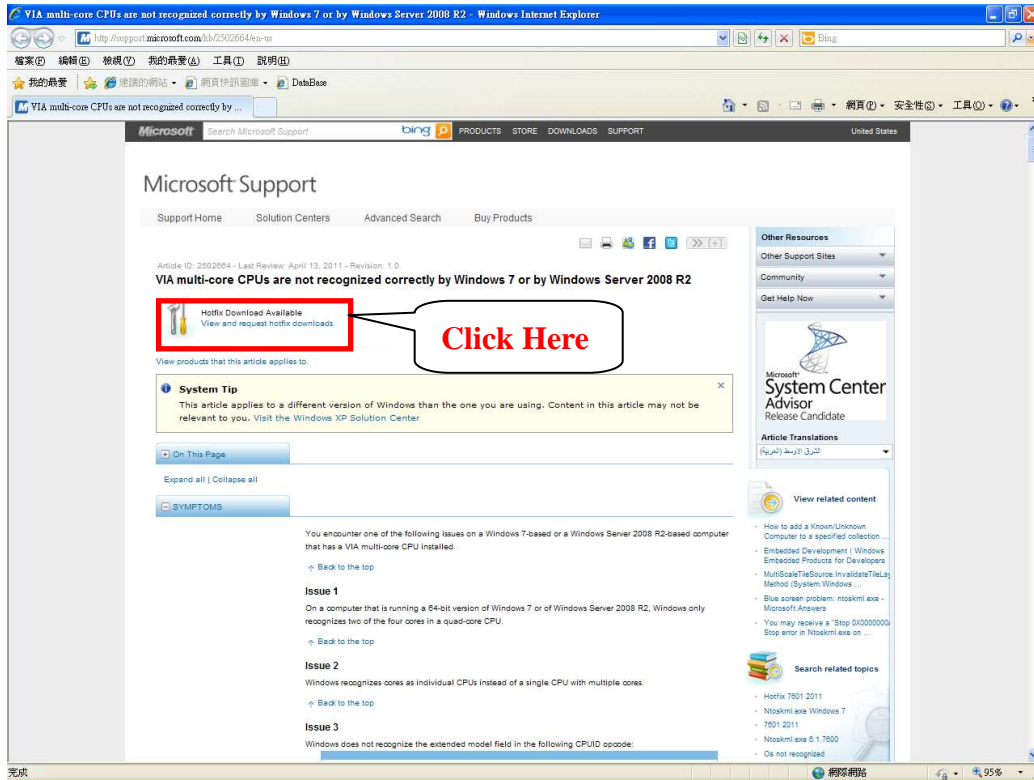
Multi Core Hot Fix

VIA multi-core CPUs are not recognized correctly by Windows 7 or by Windows Server 2008 R2

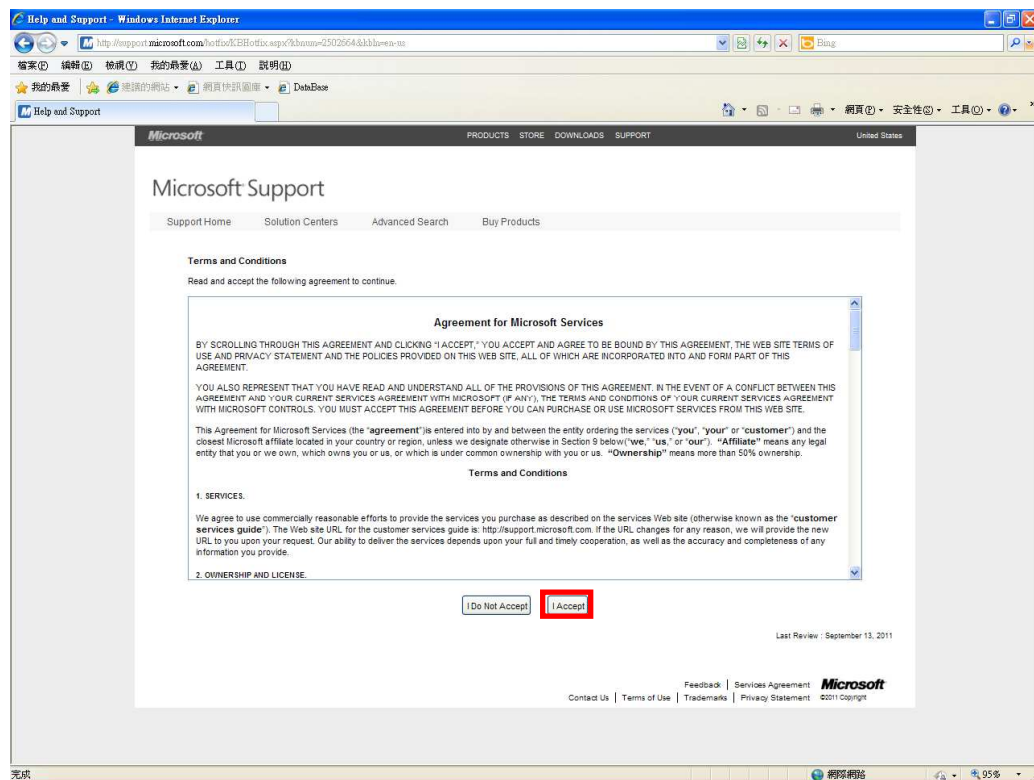
Step 1: Browsing the web site:

<http://support.microsoft.com/kb/2502664/en-us>

Step 1.1: Please click **View and request hotfix downloads** as below.



Step 2: Click **I Accept**.



Step 3: Provide your e-mail address and submit request.

Hotfix Request

Important

- A hotfix is intended to correct a specific problem.
- Apply the hotfix only to systems that are experiencing the specific problem.
- Installing the incorrect hotfix can cause damage to your system.
- If you are not sure whether the hotfix is the correct one for your system, do not install it.
- Hotfixes are included in subsequent service packs that are safer to install through [Microsoft Update](#).

Follow these steps to request a hotfix:

- 1 Select hotfix
- 2 Provide your e-mail address and submit request

We detected that you are currently using an Internet browser that has these attributes:

Platform: x86
Language: 中文(台灣)

Make sure that attributes of your computer are the same as the attributes of your browser. To be certain, [determine your platform and language](#).

1 Show hotfixes for all platforms and languages (2) [Show additional information](#)

Select	Product	Language	Platform	Release	Fix name
<input type="checkbox"/>	Windows 7/Windows Server 2008 R2 SP1	All (Global)	x86	sp2	Fix360801

2 Provide us with your e-mail address, type the characters you see in the picture, and then click **Request hotfix**.

E-mail:

Confirm e-mail:

Picture:

6 characters

Type the characters:

[Request hotfix](#)

Step 4: You will receive the e-mail from hotfix@microsoft.com e-mail account, and then you will receive the Hyper-linking for downloading the file.

Microsoft Support

Support Home Solution Centers Advanced Search Buy Products

Hotfix Confirmation

We will send these hotfixes to the following e-mail address:

[Your Email Address will show in here](#)

Usually, our hotfix e-mail is delivered to you within five minutes. However, sometimes unforeseen issues in e-mail delivery systems may cause delays.

We will send the e-mail from the "hotfix@microsoft.com" e-mail account. If you use an e-mail filter or a SPAM blocker, we recommend that you add "hotfix@microsoft.com" or the "microsoft.com" domain to your safe senders list. (The safe senders list is also known as a whitelist or an approved senders list.) This will help prevent our e-mail from going into your junk e-mail folder or being automatically deleted.

[Return to KB article](#)

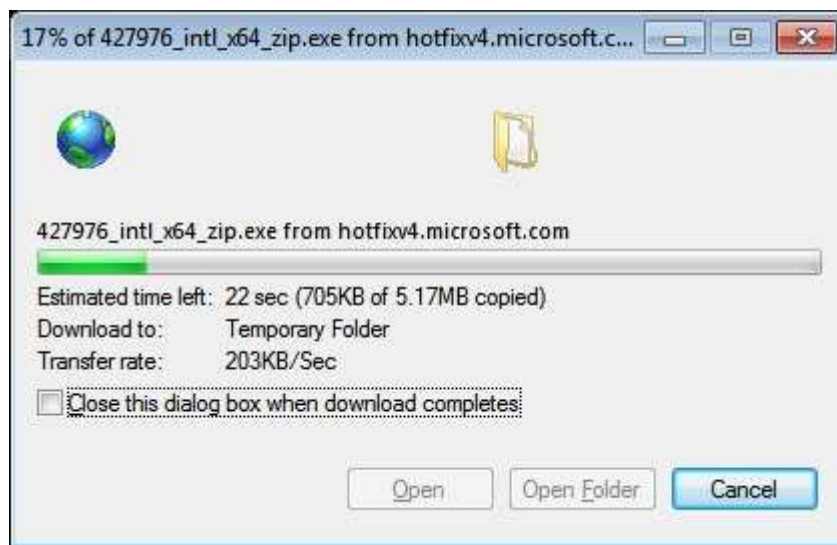
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Step 5: Start to download file

Step 5.1



Step 5.2



Step 6: Start to install file

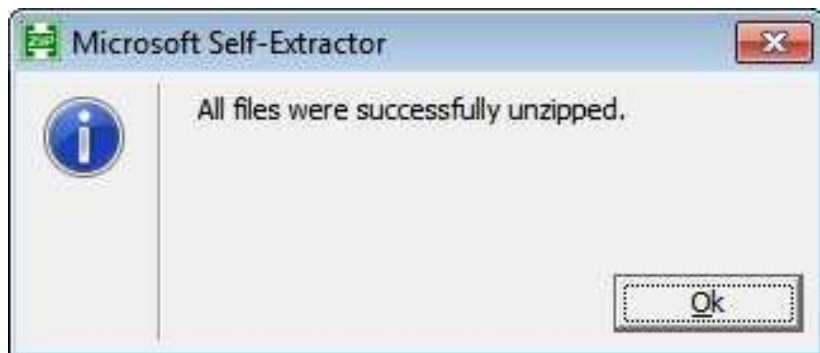
Step 6.1



Step 6.2



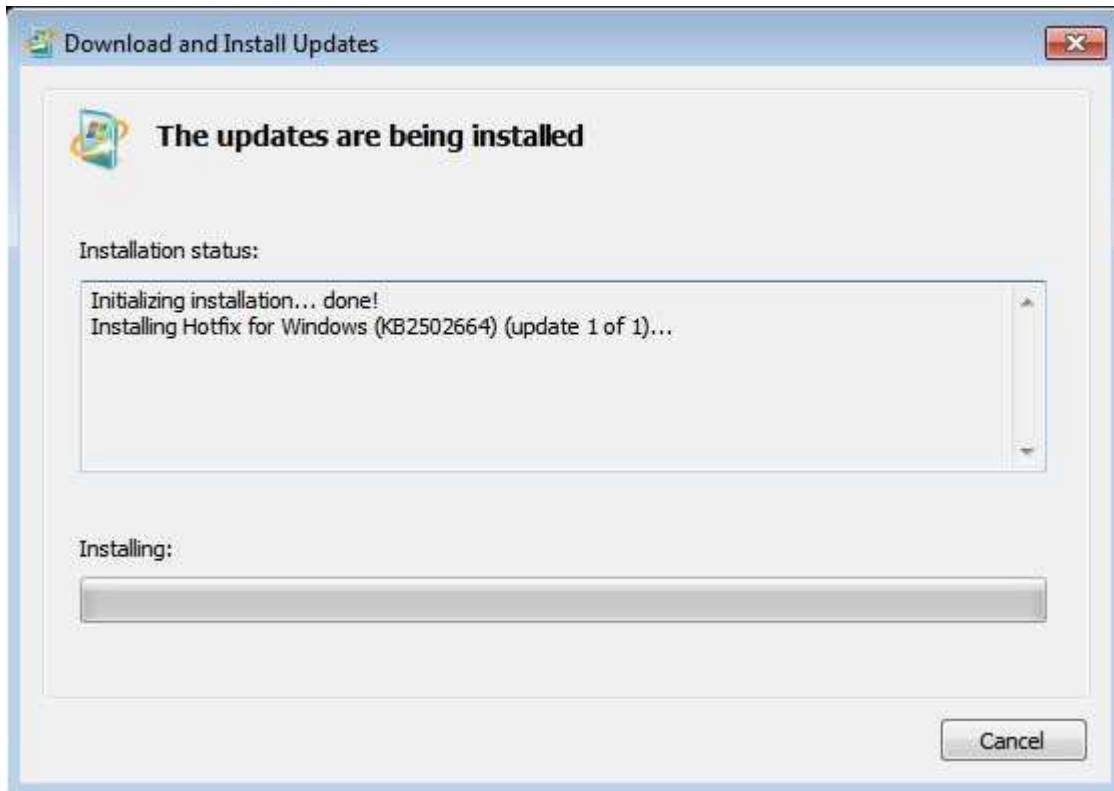
Step 6.3



Step 6.4



Step 6.5: The updates are being installed



Step 6.6: Installation Complete

