SoftPlan Technical Bulletin
Last Updated: May 25, 2001.

Problem: Error: The SoftPlan Key has not been installed on this system. It must be installed on a parallel port before SoftPlan can be run.

Users Effected: Users with a black, blue or yellow parallel port key.

To Fix: Check the following, after each item restart the computer and SoftPlan.

- To confirm that the port is working try to print from another program such as Microsoft paint, without the key in place. If the print fails, have the port checked by a hardware specialist.

- Ensure that the SoftPlan key is securely fastened to the parallel port. The pins in the key are male, the parallel port is female.

- If using a parallel port Zip drive, place the SoftPlan key on the Zip drive and connect the Zip drive securely to the parallel port.

- If a multi-purpose printer, such as a HP Officejet 570, is connected to the SoftPlan key, a 2nd parallel port will likely need to be installed.

- If the error only occurs when an attached device, such as a printer, is turned off be sure that the device is turned on before starting SoftPlan. A shorter shielded printer cable may resolve this as well.

- Remove any devices connected to the parallel port such as printers, Zip drives, tape drives, etc. If the key works without the device attached, a second port will likely need to be installed.

- Disable bi-directional support for the printer in the spool settings of your printer's properties. Go to Start-Settings-Printers, right click your printer driver, and select Properties. The Enable/ Disable bi-directional support option is found in the Details Tab-Spool Settings button.

- Certain BIOS's may need to have the parallel port setting changed. Check the Parallel Port Mode, found in the system's BIOS setup. Make sure it is in compatible (ECP) mode. If this mode is not available, or you are still getting the error, try the other modes available. (Contact the system manufacturer for instructions on modifying BIOS settings.)

- If the system has a Plug & Play BIOS, set the Plug & Play O/S = NO.

- If the BIOS is from Phoenix, version 6 or later, the following settings will need to be set: Parallel Port=Auto, Parallel Mode=ECP, Plug & Play O/S=No. (Contact Phoenix for instructions on modifying BIOS settings.)

- On Windows 95 / 98 / ME with 2 parallel ports the key needs to be on LPT 1. If this is not possible, the key can be placed on LPT #2 if the line SSI_LPT=2 is added below the DEVICE=SSIACT.386 line in the C:\windows\system.ini file.

If the problem persists, please contact SoftPlan Technical Support at: fax:(519)886-6955 or e-mail: support@softplantech.com.

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