SoftPlan Technical Bulletin
Last Updated: April 16, 2001.

Problem:	Error: A valid SoftPlan Key has not been detected on the system. The correct key must be installed on a parallel or USB port.

Users Effected:	Users with Dell Dimension 8100 model computers

To Fix:	The problem can be fixed by changing the Parallel Port mode in the computer's BIOS to PS 2. Please contact Dell technical support for complete instructions on modifying your computer's BIOS settings if you are unsure or are uncomfortable changing this option.

If the problem persists, please contact SoftPlan Technical Support at (519) 886-9750, fax:(519) 886-6955 or e-mail: support@softplantech.com.

spb1102