

SoftPlan Technical Bulletin

Last Updated: January 18, 2005.

Problem: When printing from SoftPlan, selecting the 'Position Print Window' button from the 'Print Drawing' dialog does nothing.

Users Effected: Users with Windows® XP Home or XP Professional operating systems that have installed the Windows® Security Update: KB891711 and have not installed the Windows® XP Service Pack 2.

To Fix: Install Service Pack 2 for Windows® XP home and XP Professional operating systems. To install, go to **Start** -> **All Programs** -> **Windows Update** and follow the on screen instructions.

Comment: Uninstalling the Windows® Security Update KB891711 will also rectify the problem however the solution as outlined above is recommended.

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

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