

SoftPlan Technical Bulletin

Last Updated: April 25, 2005

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

Users Affected: Users with Windows® XP Home or XP Professional operating systems that have installed the Windows® Security Update: KB890859 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 KB890859 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.

spb1204