

SoftPlan Technical Bulletin

Last Updated: September 7, 2007

Problem: Eighths fractional characters appear as a box on screen and do not appear on a print

Users Affected: Users who recently updated an earlier version 13 installation to version 13.4.0 but have not yet installed the separate font patch. To verify your currently installed version select Help – About SoftPlan.

To Fix: Changes have been made with version 13.4.0 to allow the eighths fractional characters to properly display on Windows Vista. A separate font patch needs to be installed for these special characters to appear regardless of the operating system being used.

To correct the issue,

1. Exit SoftPlan and any other applications that may be opened.
2. Select the "Required Font Install for 13.4.0 Patches " link on the version 13 patches webpage at:
<http://www.softplan.com/techver13patch.htm>
3. When prompted, select Save and save the patch file to your desktop.
4. Once the file has been downloaded, double click on the SP1340Fonts.exe icon on your desktop.
5. Follow the on screen prompts to install the patch file.
NOTE: if you receive an error stating "Access is denied" while running the font patch, restart the computer and run the font patch again.
6. After the font patch has finished, restart your computer.

Comment: This issue does not affect users who install the program directly from a version 13.4.0 installation CD.

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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