<table>
<thead>
<tr>
<th><strong>Problem:</strong></th>
<th>The first time SoftPlan is opened a &quot;Fatal Error&quot; or &quot;Invalid Scan Frequency&quot; message appears. All subsequent attempts to start SoftPlan result in a &quot;Key Not Installed&quot; message.</th>
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<td><strong>Users Effect:</strong></td>
<td>Users with Gateway™ GP6-350, GP6-400, &amp; GP6-450 model computers.</td>
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</table>
| **To Fix:** | If you have any difficulty or are uncomfortable performing these steps please call Gateway™ technical support directly. The computers all use an AudioPCI integrated soundboard. The joystick port must be disabled to run SoftPlan. To disable the joystick port:  
1. Start the computer.  
2. Select Start from the taskbar.  
3. Select Settings.  
4. Select Control Panel.  
5. Select System.  
6. Select Device Manager.  
7. Select the + symbol beside Sound, Video, and Game Controllers to expand the selections.  
8. Select Creative SoundBlaster Audio PCI then choose Properties and select Settings.  
10. Select OK.  
11. Select OK to close System Properties.  
12. Select Start then Shut Down then Restart the computer. |
| **Comment:** | At this time only the above models seem effected but there is no way to guarantee that newer Gateway™ models will not display the same behavior. |

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

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