HIPERPAV Knowledge Base Article #HPKB-0001
Error Message Encountered during Print Operation

The information in this article applied to:

- HIPERPAV 2.4.1 Unsupported Release Version

Symptoms

In some instances, HIPERPAV will fail to load the print preview screen, displaying instead the error message:

Error during Print Operation Load

Cause

This message occurs for a number of reasons, however, the primary cause of the error is the failure of the HIPERPAV software to locate the output plot graphics in order to include them in the printed report. The HIPERPAV output graphics are temporarily stored in the following files:

- HPOUT.BMP
- HBOUT.BMP
- EVAPOUT.BMP

Resolution

Three alternatives are given to work around this problem:

1) The user can ensure that both the HIPERPAV (or HIPERBOND) analyses are run to completion. This will ensure that the software generates the output plots. In addition, the user should execute the "Evaporation Rate Analysis (HIPERMOIST)" analysis. This will ensure that the software generates the EVAPOUT.BMP graphic. The user should then be able to print the report without encountering the error message.
2) If the user does not desire to execute or report the evaporation rate analysis, they can disable the reporting of this feature by entering the "User Preferences" screen in the software and disabling (unchecking) the box labeled "Evaporation Rate Analysis Summary". This can similarly be done for the output plot summary by disabling (unchecking) the box labeled "Results Graphical Summary".
3) The user can download and install the Service Patch (number SP1 or later). This problem has been resolved in the Service Patch.

Keywords: Print, HIPERBOND, HIPERMOIST, Evaporation, Error
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