

# **HIPERPAV Knowledge Base Article #HPKB-0002**

## **Incorrect data is printed**

The information in this article applied to:

- HIPERPAV 2.4.1 SP2 or earlier

### **Symptoms**

In some instances, HIPERPAV will fail to print the correct data.

### **Cause**

This problem is related to the one specified in HIPERPAV Knowledge Base Article #0001. An additional problem can occur when printing a file that has been opened, but not run.

When a file is opened and immediately printed, the error messages described in HPKB-0001 may not appear. If the output files from a previously run analysis exist, then the program will detect those and print them. If the open file was the file that was last run, then this is not a problem. However if the last analysis was run using a different file, then incorrect data will be printed.

### **Resolution**

Two alternatives are given to work around this problem:

- 1) The user can ensure that before any outputs are to be printed, the correct analysis is run to completion before printing. This will ensure that the software generates the correct output plots.
- 2) The user can download and install the Service Patch (number SP3 or later). The Service Patch modifies the software to warn the user when incorrect or no data will be printed. This patch will be released shortly, but it will only apply to the supported version of HIPERPAV currently available through McTrans.

Keywords: Print

Version: 2.4.1 SP2 or earlier