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**Error: SportsWare2006 not Printing  
Letter to Parents**

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### **SYMPTOMS**

SportsWare does not print the letter to the parents.

### **CAUSE**

CSMI has not been able to re-create this problem.

### **RESOLUTION**

Check that the following:

1. Start **Microsoft Word**.
2. From the **File** menu, select **Open**.
3. Open the file: **C:\Program Files\SportsWare2006\Form Letters\Injury.Doc**.
4. From the **File** menu, select **Exit**.
5. Start **SportsWare2006**.
6. Move to the **Injury Database**.
7. **Single-click** an injury to select it.
8. From the **Report** menu, select **Injury, Parent's Letter**.
9. Click the **Select** button for the desired address.
10. Microsoft Word should display the **Parent's Letter**.

**Note:** *Depeding on your system speed, it may take 30 seconds or longer for the letter to be displayed.*

### **STATUS**

The above procedure should display the Parent's Letter. If the letter is not displayed, contact CSMI with any Error messages.