

Customer Information Bulletin

Subject:**FabPro 1000**

Software update for improved print reliability.

Issue:

A new software update is available for customers to download which will improve print reliability when utilizing the "Scale & Offset Wizard" with the JewelCast GRN material.

Solution:

Download the software update.

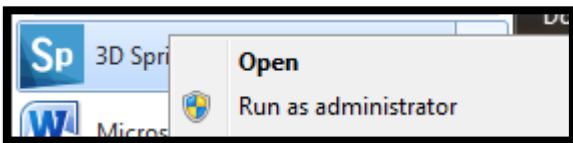
Choose the version of 3D Sprint you are currently running.

[2.9.1 New JewelCast GRN Material.mtlddd](#)

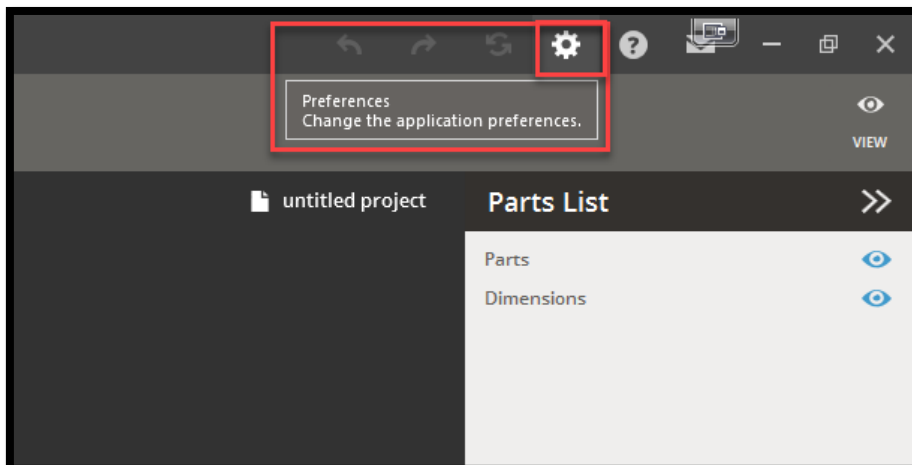
[2.10.0 New JewelCast GRN Material.mtlddd](#)

To determine 3D Sprint version:

1. Launch the 3D Sprint application as '**Administrator**' on the local computer (Right click on the program icon in Windows and select '*Run as administrator*')



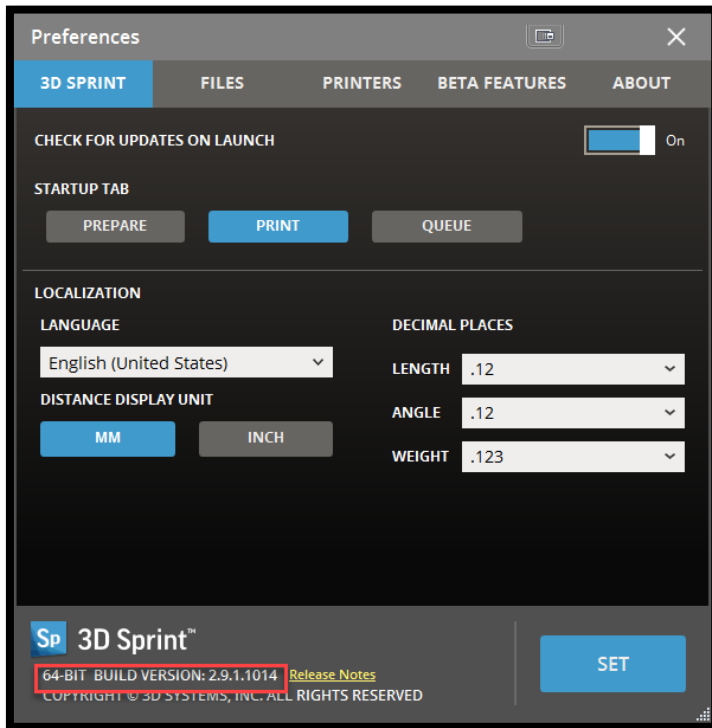
2. Open the **Preferences** interface



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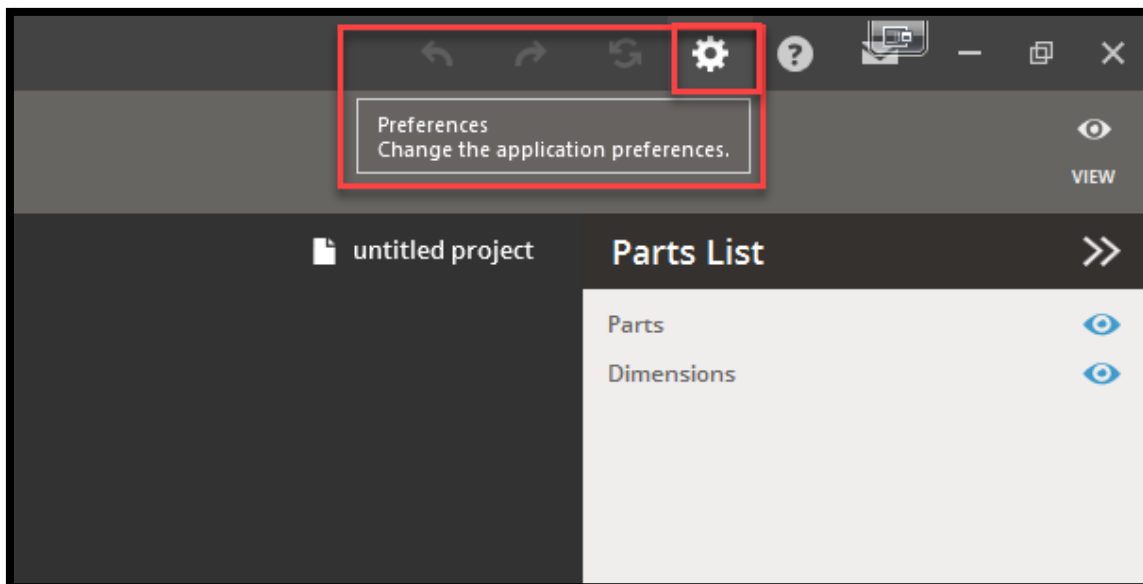
Solution:

3. The **3D Sprint Version** is located on the bottom of the preferences interface.



To patch the database:

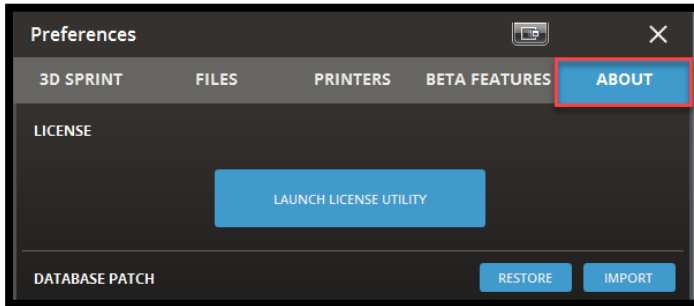
1. Open the **Preferences** interface.



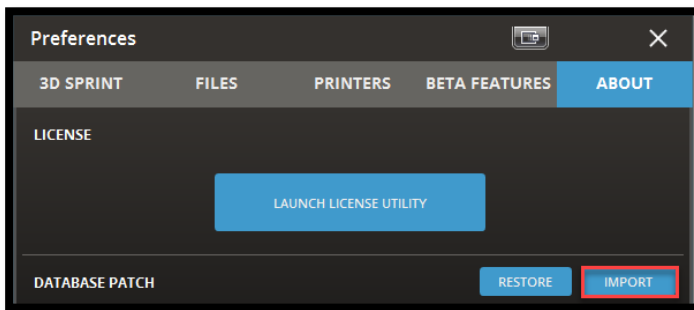
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Solution:

2. Go to the **About** tab



3. Under **Database Patch** click **Import**



This allows the selection of an Material Patch File (.mtlddd) to update the local application database.

4. Select the downloaded patch file from your downloads folder and click **Open**.
5. Click **Ok** from the pop-up window.
6. Close 3D Sprint and press **YES** when prompted then restart the application.

