

Customer Information Bulletin



3D Professional Printer

CIB# CIB00232

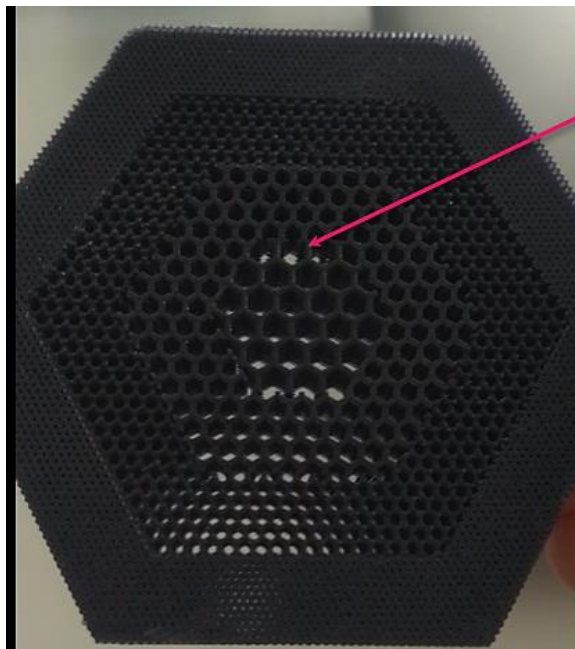
Date: 7/19/2021

Subject: 3DSprint bug

Project MJP 2500 Series and Project MJP 5500/5600

3D Systems is aware of a current problem when using 3DSprint 3.1.0.1257. 3DSprint file contains infills, but they are not printing. The part is printed as solid. Below is an example of expected results and the current behavior.

Uninstall 3DSprint 3.1.0.1257. Download the updated version from [here](#) and install. The version number of this updated version is the same, i.e. .3DSprint 3.1.0.1257.



Expected result: Infills are printed as shown here.

Current behavior: Infills are not printed. Parts are printed as solid instead.

If you have any questions or concerns, please contact our 3D Systems Hotline for immediate support.

Customer Support Numbers:

US and Canada: 888-598-1438

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