



**Question:** I received an "Illegal Operation" or Exception error 10H message from Windows 95/98/ME when performing routine printing tasks in the MTA for Windows, how can I work around this?

**Answer:** If you receive the "Illegal Operation" error, click on the DETAILS button. If you get a message similar to the following:  
"Digitalmta" caused an exception 10H in module mfc42.dll at ..."

Additional information about this issue can be found at <http://www.microsoft.com> by searching the support knowledge base. The 10H error is a floating point processor (math processor) exception. Faulty printer drivers are infamous for mistakenly causing this error. You may have an incompatibility between our program and your printer driver.

We have found this particularly to be the case with the HP Deskjet 5550 and HP Deskjet 5650, however not limited to these two. If using either printer, download the drivers for HP's generic driver Deskjet 550c for the operating system you are using. This may require that you have the Windows System disk that came with your computer. For more information on the Deskjet 550c driver go to [www.hp.com](http://www.hp.com), click on the link for "Support & Drivers". Select to "Download drivers and software" and enter "Deskjet 550c" in the product window.

If you are using printers other than HP then you will need to reference the manufactures website for a generic print driver. We have not encountered these problems with Windows 2000/XP.