

DATE	6/3/2021
PRODUCT(S) AFFECTED	Design Center 2300 D-F or Customer-Sourced PC running Windows version 10 20H2 OS printing to the Perfecta 2400STP/3600STP
SERIAL NUMBER(S)	N/A

**TITLE:**

Extended Banner Print Times Issue for the Perfecta® STP Series Printers

**DESCRIPTION OF ISSUE:**

Printing banners from VariQuest Design Center Software to the Perfecta 2400STP or 3600STP printers take an unreasonable time to print or fails to print.

Root Cause: The latest update to Microsoft® Windows 10 OS has caused the Perfecta STP driver to report media size information that is larger than previous versions, creating a significant increase in printing times.

**RESOLUTION:**

Varitronics has issued a patch to fix the issue for current customers. Simply download the file and run the executable on the Design Center or your own Personal Computer.

**Note:** The user must be on VariQuest Software 8.0 to run this patch update.

If you need assistance, please contact your Authorized VariQuest® Dealer or Varitronics Technical Support (800-328-0585).

**Step 1:** Visit [resources.variquest.com](https://resources.variquest.com); then on the left-hand side, select **Design Center** then **Tech Information**, or [click here](#) to download the **Banner Printing Time Patch**

**Step 2:** Close the VariQuest Software

**Step 3:** Click the file to run the patch and follow the on-screen instructions. And you are done!!