Steps to Apply the Fix of Signature Pad

* Check Java version on your computer: make sure it is the latest Java (32 bit) version. As of February 2019, latest Java Version 8 Update 201

* Check Gen Print Plugin on your computer: make sure it has the latest version. As of February 2019, latest Gen Print Plugin version is 2.0.7



# If the signature scribbles all over the place, the following steps will solve the problem

Step 1: Unplug the Topaz Signature Pad from your computer USB port.



Step 2: Clear all the browsers cache that open TxEVER application. (Instruction to clear web browsers cache can be found from page 41 to page 45 of *TxEVER Gen Print Plugin Installation and Troubleshooting Instructions* document)

Step 3: Close all the browsers that open TxEVER application.

Step 4: Exit Gen Print Plugin by right click to the Gen Print Plugin icon on the bottom right hand side of the taskbar and select Exit.



Step 5: Delete all the files in C:\Users\*{your computer login ID}*\AppData\Roaming\gen\



Step 6: Plug back the Topaz Signature Pad to your computer USB port.

Step 7: Open Gen Print Plugin



Step 8: Visit the TxEVER welcome page <https://txever.dshs.texas.gov/TxEverUI/Welcome.htm> and check the box 🗹 Remember this decision and click Allow.



Step 9: Make sure the Gen Print Plugin version shows up and connection is Active at the bottom of the welcome page



Step 10: Login to TxEVER application, **at the Birth Registration page, press Ctrl + F5** to reload and apply the newest version of TxEVER.

