

## Unknown COM Status Code

Some PowerChurch Plus 8 users have reported receiving an error message similar to the following, when viewing or printing reports under Windows XP:



The "Unknown COM status code" error typically occurs when Windows XP is attempting to execute PowerChurch Plus 8 using an incorrect compatibility mode setting.

In order to support legacy software, Windows XP is designed to operate programs using different compatibility settings. For instance, Windows 95 mode, Windows 2000 mode, and so forth. Because PowerChurch Plus is designed for use under the Windows XP operating system, it is not necessary to use an alternate compatibility setting.

To correct this issue, proceed as follows:

1. Right click on the icon for PowerChurch Plus 8 and select **Properties**.
2. Go to the **Compatibility** tab.
3. For best results, be sure that the compatibility mode setting is disabled. In some cases where compatibility settings are necessary, select Windows NT or Windows 2000.

In order for this change to take effect, you must restart PowerChurch Plus. If the error persists, contact PowerChurch Software support at **(800) 486-1800** or [support@powerchurch.com](mailto:support@powerchurch.com).

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