

Is PowerChurch Plus compatible with my Windows Operating System?

Our Technical Support Staff makes every effort in testing all versions of PowerChurch Plus with new Operating Systems as soon as they are available. Through our testing we've found PowerChurch Plus 6.2 through 8.5 are compatible with Windows 9x (95, 98, ME), NT4, 2000, and XP. v9 and 10 are compatible with 98, ME, 2000, XP, 2003 Server, and Vista. We only found one issue that is irreconcilable. We've detailed all issues below for your information:

Trying to print labels and checks using a tractor-feed printer

In PowerChurch Plus versions 7 and above a custom paper size is required for printing tractor feed checks and labels. Because of the different way operating systems define custom paper sizes, it is not possible to print checks and labels on a tractor feed printer in Windows NT, 2000, and XP. This does not affect the ability to print reports, and there are no issues with printing checks and labels to an inkjet or laser printer.

Limited users unable to access PowerChurch Plus

In Windows XP, the administrator has the ability to setup "limited users." These users are restricted to the local directories or files they can access or change. When a "limited user" tries to run PowerChurch Plus, they will receive an error message such as, "Cannot update the cursor." By changing the user's permissions, this issue can be resolved. Please click to view more information on this subject: [XP Limited User](#)

"Unknown com status code" error

In Windows XP, a user might receive an error message such as "Unknown com status code" when trying to view or print reports in PowerChurch Plus. This error will appear when the user is trying to use an incompatible mode setting to execute PowerChurch Plus. PowerChurch Plus is designed for using Windows XP so no alternative compatibility settings are necessary. Please click to view more information on this subject: [Unknown Com Status Code](#)

Insufficient Memory Error when using version 7

This isn't an OS problem, per se, but it may seem like it. Version 7 will not run on a machine that has more than 768MB of system RAM. If you are experiencing this problem, your options are to either downgrade your computer or upgrade your software. The current version of PowerChurch does not have this limitation. More information can be found here: [Insufficient Memory Error When Starting Version 7](#).

If you are using a PowerChurch Plus version prior to version 6.2, you may want to consider upgrading your version of PowerChurch Plus, because your version is not Y2K compliant. Please call our office for more information.

If you have questions or concerns, please contact our Technical Support Staff at **(800) 486-1800** or support@powerchurch.com.

*Created: 04/12/2004
Last updated: 11/01/2013*