

Software

Norton Utilities

All Norton/Symantec utilities have a tendency to try and control your PC's resources. Graphics Applications like the CM software required full use of these resources and a 3rd Party, like Norton's, that interferes with their use of resources tends to create trouble with the smooth running of the computer. This trouble tends to follow a pretty standard path, first freezing, some ghosting and then crashing.

Norton Anti-virus (Internet Security etc) *Workstation Versions* have an even more dramatic effect, actually interfering with the use of the dongle (Hasp Key). In many situations, you'll get an "Illegal Hasp Key" error and the symptoms described above will also occur. This is because; N-AV actually has a memory conflict with CM Design Software. At this point of time, this problem can't be solved.

Norton AV Enterprise Edition, which is generally parked on a server with a client app on each workstation, is fine with all Colour Matters' Software.

Internet Explorer 7 and Windows Vista

Installation of Internet Explorer 7 and Windows Vista creates instability with Network Hasp Keys. Use the updated Hasp Key Driver to solve these issues.

Hardware

Preferable Hardware for running CM32 ver 4.x or FT32 ver 4.x (not FT Classic)

Better than a Pentium IV 3.0 GHz or AMD 64 3200 with 2 GB Ram and SATA Hard Disk Drive with a 256 mb Graphics Card

Minimum 80 GB Hard Disk space.

How to establish Problems &/or Details of your Hardware?

It's very easy to establish what problems you have with your Hardware. In all Windows versions except Windows 95 and NT, a utility called "System Information" is available. This utility will tell you what CPU, motherboard, graphics card etc are installed, whether there are conflicts between them and if the Software has been installed correctly. To get to this utility go to Start/All Programs/Accessories/System Tools/System Information. For Fashion Matters to help solve your problems, please Save this file as your Key Number eg AUFMA01 (don't include the hyphens) and email it to us.

2nd Parallel Port for Parallel Hasp Key

It is imperative that where a printer is using a parallel port on a PC running FT/CM32, a second parallel port should be used for the FT/CM32 hasp key.

Graphics Cards

Most graphics cards today are acceptable

Printers

Printing Problems (Slow)

Some hardware configurations make printing very slow using any printer. The most common problem is in the System Settings in FT/CM32. Change the settings from "Image Generated by Print Driver" to "Image Generated by CM". Another reason is using a Parallel Cable which is unidirectional instead of bi-directional. If USB connections are available on the Printer, use these in preference to Parallel cables. If USB2 is available, then please use USB2 in preference to parallel and USB 1.1.

Printing Problems (Slow) in Knit Mode

Some hardware configurations make printing knit graphs extremely slow (or crash) on some Epson printer models. This can easily be corrected by changing the Advanced Properties in the Epson Printer Driver (Start/Settings/Printers/"Your Default Printer"/Properties/Advanced) to "uncheck" the Finest Detail box and change the Color Settings to ICM.

Printing Problems (Slow) over a Network or using an Adobe Postscript Level 2 Printer

For these to work correctly, go to the System Settings on the bottom right hand of the Tool Palette, and check the RIP Printer radio button. If problems still occur, please [email](mailto:admin@fashionmatters.com) (admin@fashionmatters.com) for us to solve the problem. Some of the newer Photocopier/Laser Printers need a different combination of RIP Printer/Image Generation in the System Settings as a solution.

Correcting problems with Printing across a network on a Workstation with an incorrect, built-in Graphics Card

1. try and print a colour file from Windows "Imaging" or "Paint" and see if it prints in colour. NOT PHOTOSHOP. If it doesn't print in colour then it's a hardware or driver problem.
2. check the Printer drivers. If there is a choice anywhere between different colour management systems, try the different types.
3. check if the correct network adapter drivers have been installed. Win98 has a major problem that it AUTOMATICALLY installs generic Realtek drivers to ALL network cards. If they are incorrect, just UPDATE the drivers and then reboot.
4. If Dell or Compaq, first ring and check with the DELL/Compaq technician what problems one would have if you just DISABLE the on-board graphics card via the Win98 Device Manager and install a different Graphics Card instead.
5. discuss the correct Printer Settings with the manufacturers.

Display, Screen, Monitor

How to change and modify your CRT Display or Screen Settings

1. Go to your Control Panel and double click on the Display icon.
2. Click on Settings.
3. To change the number of screen colours, click on the down arrow at the Colors Box and pick the setting you need (normally True Colour).
4. To change the viewable area on your monitor, click the down arrow on the Screen Area Box and pick the setting you need (for a 15" screen set it to 800 x 600, for a 17" to 21" set it to 1024 x 768 or 1280 x 1024).
5. Make sure the refresh rate (check your monitor manual or follow instructions below) is set to > 85hz as otherwise the user can damage their eyesight and have headaches from eyestrain.

How to adjust for bad screen flickering

1. Go to your Control Panel and double click on the Display icon.
2. Click on Settings.
3. Go to the Monitor Tab.
4. If "Unknown Monitor" is displayed, click on change otherwise go to point 12.
5. Click on "Next" button in Monitor Wizard.
6. Click on "Display a list of all Drivers".
7. Click on "Next" button.
8. Click on "Show all Hardware".
9. Pick Plug and Play Monitor. Click on "Next" button.
10. Click on "Finish" button.
11. G o t o A d a p t e r T a b .
12. Click on down arrow on "Refresh Rate" and pick a minimum 85htz.

This will stop the annoying flicker. Check your monitor manual to see how high a Refresh Rate you can achieve with your monitor. You may be able to achieve a much higher Rate. The higher the better.

Why can't I see the icons on my Tool Palette?

Check your screen settings and make sure they are set to a minimum of 800 x 600.

Installation, Upgrade, Upgrading

When uninstalling or re-installing FT/CM32

1. Uninstall must be total from the "add/remove programs" icon in "control panel". Sometimes, there may not be a FT/CM32 section to your Add/Remove Programs Utility. In these cases open Windows Explorer and go to the CM32 or FT32 directory and double click on "Unwise.exe", and follow the instructions.
2. use another set of installation disks.. .you can request to download a new set from our Technical Support Staff.

Upgrading from Version 1.99 to 2.0

Upgrading from Version 1.90 to 1.95

A re-installation on a newer system is sometimes required with both these upgrade paths (see next for procedure).

Upgrading to CM32 Version 4.x

To upgrade to version 4.x + (For a new install read Instructions on Inside Cover):

1. Check the settings in the System Settings Icon (Blue Computer Icon at bottom right hand corner of tool palette) in CM32 and write them down. Close CM32.
2. Place the CD in the drive and wait for the Autorun Menu to appear.
3. Click on "Install CM32 Software".

After the software has been installed

4. Create a new User
5. Change the System Settings to the same as before the upgrade
6. Change the Number of Undo's to 5 (Check with your IT Technician for correct number of Undo's relative to your hardware)

Note: If the User wishes to see the Windows Taskbar, uncheck "Hide Windows Taskbar". For this to function properly, you'll need to set your Windows Taskbar to "Autohide" as if it's always up, it'll obscure the bottom of the CM32 page. Do this by right-clicking on an empty portion of the taskbar, clicking on Properties and checking the "Auto-hide the taskbar" check-box.

In Companies where a Network Administrator manages the Network, only he/she can install FT32 & CM32. Installations by the Workstation User will not work.

1. If the Aladdin Hasp Key Driver has been installed after the Key has been placed in the USB/Parallel Port in Windows ME, 2000 or XP, Windows will automatically install its own Driver (generally Hasp 1.33 or 1.4). This is a totally useless Microsoft patch driver. Whilst the USB key is still plugged in, you'll need to go to Start/Settings/Control Panel/System/Hardware/Device Manager, and the Hasp Key will have a yellow question or exclamation mark next to it with Hasp 1.3 (or similar). Right click and remove this. Now unplug the Hasp Key from the system and run the Hasp Driver Installation from your CM32 or FT32 Installation CD. Reboot your computer. After entering Windows again, plug in the USB Hasp Key. If you're in Windows ME, 2000 or XP you may be asked if you want to search for the driver. Click the "Automatic" button. Windows will now find the Hasp Key Driver, then the Hasp Key. Now you can run CM32 or FT32.
2. If you suspect the wrong version Aladdin Hasp Key Driver has been installed or that the Hasp Key Driver has been corrupted at some point, run the Hasp Key Driver Installation Software and Uninstall the Driver. Reboot the computer and (MAKING SURE THE HASP KEY IS NOT PLUGGED IN) run the Hasp Key Driver Installation Software using a Typical Installation. Reboot the computer again and after entering Windows, only now plug in the Hasp Key.

Installation Problems:

1. If you have a version of the CM32, FT or Studio Installation CD that was created prior to November 2005, the Hasp Driver off this CD will not work with new hardware. Please download the latest Hasp Drivers (> version 4.99.5.20) and this will solve the problem.
2. When Installing CM32/FT a window pops up with this message: *C:\windows\system32\autoexec.NT, The system file is not suitable for running MS-Dos and Microsoft windows applications.*
3. It appears that many preventative software pieces such Pop-Up blockers, spyware & adware programs are recognizing the AUTOEXEC.NT file as being associated with viruses and removing the file. To fix this error, place the AUTOEXEC.NT into the System32 folder. This can be completed by saving the file into C:\WINDOWS\system32 if you are running Windows XP. Then proceed to open up the

program again. You should now be able to open the program without seeing this error.

Crashing of Version 4.x - Memory Management Issues:

Windows XP defaults to a static rate of Virtual Memory accessible from your Hard Drive. To allow this to be Dynamic so that Windows allocates the required Virtual Memory for those more intensive functions

like 3D Knits rendering or 3D Draping, adjust the settings as follows:

1. right click on My Computer and click on Properties.
2. click on Advanced
3. click on Performance Settings
4. click on Advanced tab
5. click on "Change" button for Virtual Memory Settings
6. click on the radio button next to "System Managed Size"
7. click on the "SET" button *****very important*****
8. restart computer Crashing whilst

Reading an image in Version 4.0 prior to 4.10

There is a windows indexing file called "thumbs.db" that Windows XP creates the first time you use the "Thumbnail" view of the contents of a folder.

If a User is working regularly in one specific folder, constantly changing images and renaming the images (as opposed to resaving them with a different name), via CM's "Read" or "Save" function, the "thumbs.db" file can get corrupted. As a result, when CM tries to read this folder it crashes and no matter how you try to open the folder, CM will continue to crash.

The Solution is to go into the folder via My Computer and delete the "thumbs.db" file.

Thumbnails not appearing in Windows Vista

Download this file (<http://www.fashionmatters.com/thumbnails.pdf>) for the procedure to correct this problem.

Colour Cards, Colours

Colour Cards not saving new colours

A problem on some workstations is that the Colour Cards don't save new colours that have been added. Generally this is because the Administrator hasn't given enough "Privileges" to the User. If this continues without resolution, ask for Administrator "Privileges" to be attributed to your User Name and this will solve the problem.

Disappearing Colour Cards

A problem on some workstations is the Colour Cards Set disappearing.

This can be due to many things including:

Power Fluctuations or Surges, Incorrectly installed Graphics Cards,
Pressing the Off Switch on the PC whilst Colour Matters is still working etc

Colour Matters automatically saves the Colour Cards Set every time CM is closed.

To retrieve the last saved version:

Go to the "E" button.

Go to "View a Saved Pack". Double click on the "bak" folder in either the CM32 or FT 32 Folder on your C Drive. Double Click on the "a", "b", "c" etc folder until you find the card with the latest colour card set.

Next, "replace the current pack with the new pack".

This now displays the last saved Colour Cards Set.

Graphics Tablets

Wacom Intuos

Post 2000: Wacom USB Drivers for Win98SE/ME & 2000 are now stable causing no discernible problems.

General CM/FT Problems

Why does FT/CM32 crash for no apparent reason?

FT/CM32 will crash due to low resources (low Ram, overloaded CPU etc). It is important to make sure your hardware is adequate for the tasks you wish to perform. If you are in doubt as to the correct hardware requirements you may need, ring us and we will help you in this matter.

No Thumbnails showing in Read/Save

In some installations this occurs when trying to read anything either from a Network Drive or a CD. Windows 98, 2000 & XP have a setting that needs to be adjusted in Windows Explorer for them to work correctly.

1. Go to My Computer/Tools/Folder Options
2. Go to View tab
3. Check "Display the full path in the Address Bar" (ie make sure it is on)
4. Uncheck "Hide file extensions for known file types" (make sure it is off)

Running FT/CM32 on WindowsNT/2000

In Windows NT, you can ONLY use a Parallel Hasp Key. NT doesn't recognise USB devices. It was written before USB was discovered.

The NT hasp driver is required to be installed first.

This is the procedure

- a. the System Administrator must be available as passwords are required
- b. install the NT hasp driver using the Administrators logon
- c. reboot and relog on as the normal users name logon
- d. install the FT/CM software logged on with the regular user name logon

Why can't I open FT/CM32?

1. Check if your Hasp Key is in the Parallel Port (older or NT versions) or Usb Port. If USB Key then check if the light is on in the key (Green or Red light)
2. Check to see if you have more than 1000mb/1 Gb of Hard Disk Space (you must clear enough Hard Disk Space for FT/CM32 to function)
3. Check your Task Manager (Hit your Ctrl/Alt/Del keys together ONCE ONLY) to see if you have another instance of FT/CM32 showing. To stop this, highlight FT/CM32 in the Task Manager window and hit the "End Task" button. FT/CM32 should now work.
4. Check to see if you have installed the new Hasp Driver
5. Check to see if your IT Manager upgraded you to a new graphics card and forgot to delete the old drivers.
6. Have you set your DPI settings or Page size too high? If you suspect this is the case go to:
c:\CM32\Users\the login name you use in CM/FT or Default User\SystemSettings.txt
OR
c:\FT32\Users\the login name you use in CM/FT or Default User\SystemSettings.txt
and change the values for the following 2 items to 0: DrawingAreaWidth=0, DrawingAreaHeight=0.

CM/FT32 showing dots when using Tonal Colour Change Or Multi-to-Single Colour chage or fill.

In version 3.28 in particular, when clicking on the Tonal Colour change button, a "flat" or "less than 50 colours" image to be changed all of a sudden appears dotted. Generally this is because the image is immediately converted to a "jpeg" like compressed image. This occurs only at level 1. All flat or flattish images must be colour converted using level 3 only. Level 1 should only be used with scanned images that haven't yet been colour grouped.

The solution: by exiting the function or clicking on level 3, the image will return to its original state.

Why do I freeze when using the Outline Tool?

Outline tool freezes when you try Outlining an area with the same colour. For this not to happen, use another colour and then change the colour.

IRQ problems

Most Windows motherboards till recently, have had PS/2 mouse connections and 2 USB ports. Unfortunately these same motherboards still house 2 serial ports and a parallel port. Add to this some new Sound Cards using up to 2 IRQ's CM32 becomes virtually unusable. The only solution to many of these IRQ problems is to disable the ports you don't need in CMOS. That means in this new Century, no serial ports (get an internal modem) or SCSI cards should be used, and ALL peripherals should be USB. This includes: Printers, Scanners, Fax/Modems etc. The best solution is buy one of the brilliant Intel or ASUS motherboards with everything including a GeForce graphics card. They generally include 4-6 USB 2.0 ports, Firewire ports and you can be guaranteed against any conflicts.

This advice is based on the latest developments in the USB arena. Intel have just developed a USB setup that is faster than firewire (USB 2) which means it is possible that IDE, SCSI, Serial and Parallel will all be finished and USB will drive everything.

Zip Drives: Zip Drives can be used together with FT/CM32

The Parallel Hasp Key must be attached to the Printer Connection Port on the back of the Zip Drive.

Zip Drives: 250mb internal Zip Drives

Beware of possible conflicts with low-end motherboards causing crashes. Make sure you're using the very latest BIOS to overcome these problems.