



## CREATIVESTUDIO® 7.0

### Known Issues in CreativeStudio® 7.0

To assist our users this is a list of known issues with Version 7.0.1

**Known Issue 1:** Dragging a pattern into the quilt group will sometimes cause it to rotate.

***Solution:*** *Select the pattern and rotate correctly, using the space bar rotate or the pattern properties rotation degrees.*

**Known Issue 2:** A pattern that is dragged into the quilt group will show that it is selected. However, some functions that require a pattern be selected (Echo) will indicate that a pattern needs to be selected.

***Solution:*** *Click to open quilt group or press escape to deselect the pattern. Then, select the pattern again.*

**Known Issue 3:** Echo will fail if the pattern is located far from the origin.

***Solution:*** *To confirm the failure is due to the distance from the origin, temporarily move a copy of the pattern to near the origin and try again to echo the pattern. If the echo succeeds then move the echo and pattern back over the original pattern, then delete the original pattern. Another workaround is to move the origin closer to the area you are echoing. However, this can make recovering your origin difficult. If the echo still fails it is likely the pattern's geometry that is causing an issue.*

**Known Issue 4:** Sometimes Build Pattern Catalog creates a blank catalog.

***Solution:*** *Restart CS and Build Pattern Catalog will work properly.*

**Known Issue 5:** If a pattern is selected in one of the three tabs and the tab field is expanded a dark heart will show over the selected pattern.

***Solution:*** *Click the magnifying glass to refresh the patterns and the dark heart will go away.*

**Known Issue 6:** In the Mirror function, if multiple patterns are selected the patterns will combine and the mirror process will not start.

***Solution:*** *Click the Mirror process again.*

**Known Issue 7:** In Stand Alone Mode, using the text function could sometimes cause CreativeStudio 7.0 to shut down.

***Solution:*** Restart CS7 and if the problem persists, reinstall.

**Known Issue 8:** With some PCs the help menu is not responsive when clicked thru the Help menu item.

***Solution:*** To close the non-responsive help, look at the Windows status bar for the Help menu's icon and right click the icon then pick "Close Window". To open help be sure the Help icon is on the Toolstrip, then either double click this icon or single click and pick the item you wish more help on.

**Known Issue 9:** In E2E after setting up using "place two pins" registration, sewing the first roll, then clicking Roll Quilt the message "Click Left Registration Mark" is missing. The keypad title shows "E2E CONTINUE - Registration Pins" with buttons "OK" & "Cancel."

***Solution:*** When in two pins mode and selecting Roll Quilt, know that the first "OK" clicked must be over the left registration mark.

**Known Issue 10:** "Import iPatternStudio" is not properly sorting patterns.

***Solution:*** For now avoid using "Import iPatternStudio." We are actively working a solution to this problem. The problem seems isolated to some versions of iPatternStudio.

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**Install Issue 1:** CreativeStudio requires a minimum of Windows 7.1. If you have Windows 7 installed, check your version by navigating to your start icon programs, right click 'Computer,' then click 'Properties.' In the Windows edition section check that you have 'Windows 7 Professional, Enterprise or Ultimate' and check that Service Pack 1 is listed.

***Solution:*** If you have Windows 7 but are missing Service Pack 1 you can download from <https://support.microsoft.com/en-us/help/15090/windows-7-install-service-pack-1-sp> This installer can be downloaded on a PC with internet and moved to other PCs as needed.

**Install Issue 2:** CreativeStudio requires .NET framework 3.5 be preinstalled on your PC. To check, navigate to your start icon, in the 'Run' box type 'optionalfeatures' this will bring up a list of Windows Features. There should be a check or solid box by 'Microsoft .NET Framework 3.5 or 3.5.1.'

***Solution:*** If your PC is connected to the internet you can just check the box and the necessary files will be downloaded. If the PC has no internet then an installer can be downloaded at <https://www.microsoft.com/en->

<us/download/details.aspx?id=25150> *Note: this installer may require a connection to the internet to finish making this update.*