



CREATIVESTUDIO® 7.1

Known Issues in CreativeStudio®

8/13/19

To assist our users this is a list of known issues with Version 7.1.0

Known Issue 1: Sometimes when dragging the center handle of a Circular Array a bunch of copies will errantly stack on top of themselves

Solution: Use Undo (Ctrl-Z) to remove the stacked patterns. Try to create your circular array without dragging the center or try making the array in a new quilt group.

Known Issue 2: A pattern that has an internal inset Start and/or End will not alternate correctly in Repeat Patterns or Edge to Edge. The effect is that the gap between patterns is not consistent and may even overlap.

Solution: If you see a pattern that is not alternating properly, pick a different pattern that has the start and end on the outside edges of the pattern.

Known Issue 3: Under the menu item Features, Trim Inside and Trim Outside do not work properly.

Solution: Select the toolbar item Draw Trim or right click in the open cad and pick Draw Trim. Note: Whether a Trim is Inside or Outside is controlled by a small drop down that is attached to the Draw Trim toolbar icon.

Known Issue 4: Under the menu item Service, Technical Support, Database Administration, Create Backup gives "Error backing up" message.

Solution: PatternCloud is an alternative method to backing up the pattern database.

Known Issue 5: Draw pattern with pattern freeze aspect off, after a number of patterns, can stop working and turn the screen white.

Solution: *If possible use Draw Pattern with pattern freeze aspect on, then all will work properly. If pattern freeze aspect off is important to the project, then do just a few patterns at a time.*

Known Issue 6: Auto suggest pop ups linger after exiting some

forms. **Solution:** *Clicking in each of the lingering auto suggest boxes will make the boxes go away.*

Known Issue 7: Saving a project sometimes causes the message: "Sorry, saving this project failed. Try deleting unneeded quilt groups, then try again." If the message appears, it will continue to pop up every few minutes when CS auto saves your project. The reason for the error is that CS 7.1 tracks designer notes in combined patterns. The error occurs when the notes are stacked to the point of exceeding the maximum note length. **Solution:** *Ignore the message, finish sewing the quilt. You may not be able to save the project when you are done sewing. Try deleting unneeded quilt groups. Also, delete patterns that have been combined or made out of pieces of other patterns. Try again to save your project.*

Known Issue 8: A pattern that has encryption and is then saved as a new pattern will not be sewable when used in Repeat Patterns or Edge to Edge. **Solution:** *Place the pattern in its unmodified format; then modify it once in the Quilt Group. Or, place the modified pattern onto the Quilt Group using a different technique than Repeat Patterns or Edge to Edge.*

Install Issue 1: A new feature in CreativeStudio is the Auto Update feature. It alerts you of a new version and gives you an option to download and install this new version without having to go to a website or find files. If you use this new update method the Installer will likely stop on a message that CreativeStudio needs to close. The issue is caused by 7.0.4 and is fixed for future updates.

Solution 1: *If this happens then you will need to right click the task bar (or click Ctrl, Alt, Del), then click Task Manager, then right click CreativeStudio from the list, then pick End Task. The install will finish as normal.*

Solution 2: *Instead of using Auto Update, use the old method of installing, go to Gammill.com/CreativeStudio7 and click download to begin the installation process.*

Install Issue 2: 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 3: 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.*