



Knitware Design Software

Troubleshooter

This file contains solutions to the occasional error messages that may occur either during the installation or running of the Knitware programs. Please consult this guide before contacting us for support, as it's likely that the answer to your problem is shown here. If you are running Windows Vista, please make sure that you have read the VISTA-readme file which is on the CD, and also available as a [free download](#) from our website, BEFORE you run any of the Knitware programs for the first time. All other documentation is also on the CD and our website.

Contents:

[Setup.exe will not run](#)

[Borland Database Errors](#)

[Autoexec.nt - System File not suitable for running MS-DOS](#)

[BLOB has been modified](#)

[No CE Signature](#)

[Serial Number Not Accepted](#)

[Unable to print patterns or schematics](#)

[Schematics disappear or become hidden](#)

[Network initialization failed - File C:/PDOXUSRS.net](#)

[Contacting us for Support](#)



Setup.exe will not run

For Windows XP and Vista:

Running from the product CD, or after downloading and extracting the program files, setup.exe will not execute. Double-clicking on the file name does nothing. You are unable to begin the installation of the product.

This may be caused by a number of reasons, so consider the following:

- * Make sure that you are connected to your operating system as a user with administrator privileges. Right click the file setup.exe, then select "Run as Administrator".
- * You may need to temporarily disable your virus/security software to run the setup.exe file.

Borland Database Errors

Error 2108 or 2109 - Cannot locate (or load) IDAPI32.DLL

Sometimes this error occurs because of a "glitch" during the installation, so the first thing to try is to uninstall Knitware (using the Control Panel), then re-install it, as it is sometimes just a glitch during the install.

If you still get the same error, see if the file named IDAPI32.DLL is in the C:/Program Files/Borland/Common files/BDE folder.

If it is there, copy it to the C:/Program Files/Knitware/xxx folder (where xxxx is the Knitware program and version name (for example, Sweaters 2.50), or wherever you installed the Knitware program to if you did not use the defaults), and try running the program again.

If it is not in the BDE folder, see if it is in the Knitware folder and copy it to the BDE folder.

Other Borland Database Engine Errors

A full list of Borland Database Engine error messages, and their causes, can be found here:

<http://delphitutorial.info/borland-database-engine-bde-error-list.html>



Autoexec.nt - System File not suitable for running MS-DOS

Depending on the system configuration, Microsoft Windows XP may delete or modify the autoexec.nt file when upgrading to Service Pack 3 (SP3).

Although this file is not used by the Microsoft Windows XP operating system, it is required for some Windows applications (such as Knitware) to install correctly. Therefore, if the autoexec.nt file is missing or damaged when a Knitware program is installed, this error message may appear.

This problem can often be corrected by restoring the missing or damaged file to the System32 folder. The file originally resided on the system before being deleted or damaged, and the original version of the file can be found in the Repair folder.

To copy the autoexec.nt file from the Repair folder to the System32 folder, perform the following steps:

1. Click the Start button, right-click My Computer, and then click Explore. (Note: For Microsoft Windows XP systems running in "Classic mode", right-click My Computer on the desktop and then click Explore)
2. The My Computer explorer window appears.
3. In the left pane, click the [+] sign next to your primary local hard drive. This is normally your C: drive.
4. In the left pane, click the [+] next to the Windows install directory. (Note: For most systems, this is the Windows folder. On some client systems, this is the WINNT folder.)
5. In the left pane, scroll down and click the Repair folder.
6. In the right pane, right-click autoexec.nt and click Copy from the menu that appears.
7. In the left pane, scroll down and click the System32 folder.
8. In the right pane, right-click on any blank space inside the window and click Paste.



BLOB has been modified

Somehow you managed to modify your Pattern Notes, Custom Size Notes or Pattern Stitch Notes, but not save it properly (possibly caused by something like an inadvertent system shutdown). As a result, the pattern data file is inaccessible.

The best prevention of this problem is to always ensure that you have exited the Knitware program properly before shutting down your system.

In addition, you can always recover from this problem if you have routinely backed up your data files.

No CE Signature

Problem: One of the Knitware programs is downloaded, but when the downloaded file is double-clicked to run it and extract the files to be installed, the "No CE Signature Found" error occurs.

Cause: This error is typically experienced when a downloaded file is corrupt. Something may have occurred during the download attempt. There may have been an intermittent problem with either the host server or your connection. The demo file is 4.65MB and it should download in less than one minute with a high-speed connection.

Action: Delete the downloaded file, and try again.

If you still have a problem: Order the demo CD. The CD contains all three programs. Once they are installed, no further download is necessary, as each demo program can be activated to full program capability with the serial number provided upon purchase of the full version.



Serial Number Not Accepted

When you install Knitware, the last screen of the installation procedure will ask you if you want to run the program.

If you say "yes", and then try to enter the serial number, the program may not accept the serial number.

To correct this problem, and get the program to accept your serial number, close the Knitware program, then start it again from the Windows Start menu.

Follow this procedure for entering the serial number:

1. When the data entry box for the serial number is displayed, immediately start typing the serial number, entering all alphabetic characters in uppercase (see the next note). If you click in the box with your mouse, hit the backspace button until you are at the leftmost position in the box, then start typing the serial number.

2. When you have entered the serial number, be sure to either hit the Tab key on your keyboard or click the OK button below the serial number data entry box. Do not hit the Enter key on your keyboard - doing so will cause the program to ignore the serial number and start in Demonstration mode.

If you still get the error message, check to make sure that you are entering letters (i.e., alphabetic characters) for the first and last characters of the serial numbers, with the hyphenated numbers between those letters. Also, be sure not to type any spaces. Although it is not required, it sometimes helps to enter the alphabetic characters in uppercase.

Another possible cause of this problem is whether or not you have changed your "desktop theme" on your system, also referred to "display properties" . Sometimes, people set up fancy display themes and when they do, it interferes inexplicably with data entry for some programs and Knitware sometimes gets caught in this. If you did change the theme, you should change it back to "classic", then run the program again and enter the serial number. Once the program is activated, you can change your theme back to whatever you want. To learn more about this, open up your Windows Help and search on "desktop theme" and/or "display properties".

One more obscure cause can be security programs that are running on the system. For some reason, if they are enabled after installing the program and before entering the serial number, they sometimes interfere with the entry of the serial number. There has been no defined pattern that we can identify, but if this problem persist for you, and if you have a security program running, then try disabling the security program and entering the serial number again. If you are successful, you can re-enable the security program after you have enabled your Knitware program.



In all cases, if the serial number is not accepted, proceed with starting the Knitware program in demonstration mode, then exit the program. Do whatever you may need to do, then restart the Knitware program and try again to enter the serial number.

If you still have the problem, one more thing to try is this:

1. Uninstall the Knitware program.
2. Run the installation again, but install the program in some destination outside of the Program Files folder. [See installation step 6 on pages 18-19 of the Knitware Installation Manual.]

Everything sets up the same way - the Knitware folder is just in a different location. It should run in exactly the same manner.

This seems to be especially prone to happen in some, but not all, "new" XP systems and/or Vista systems.

Unable to print patterns or schematics

Some printers, particularly Lexmark printers, have been known to cause some problems with the Knitware programs.

If you are unable to print the pattern directly through the program, click "Save" instead (the disk icon at the top of the pattern). This will save it as a file that you can print from your word processing program.

Similarly, if you are unable to print the schematics, you can again use 'Save' instead of 'Print'. This will save one or more of the pieces of the schematic as a .BMP file which you can print using any graphics program.

Schematics "disappear" or become "hidden"

Problem: Schematics randomly disappear, become hidden behind other windows, and/or cannot be printed or saved.

Cause: It seems the problem is triggered by having system screen resolution set very high. If you have recently installed a new monitor (or moved to a system with a larger monitor), the screen resolution probably increased (without your knowledge) to accommodate the new monitor.

Solution: The actual screen resolution that causes the problem may differ from user to user, or system to system, you have may be different from mine, but if you are experiencing any problems with your schematics, try lowering the resolution and see if the problem goes away. [You may have to work down from your current resolution to



find one that works for you.]

If you don't know (or are not sure) how to change the screen resolution, please refer to your Windows or Vista Help to ensure you do it correctly.

Network initialization failed - File C:/PDOXUSRS.net

This is a known problem with Windows Vista. Please see the VISTA-readme file on the CD or on our website for the solution.

Contacting us for Support

Free support for all three of the Knitware programs is offered to licensed/registered users by email only, we regret that we cannot provide technical support by phone. We cannot offer support in using your computer; we have to assume that you are at least familiar with basic computer usage such as opening programs and saving files etc. Solutions to all problems encountered with the programs are provided in the documentation on the CD and are also freely available on our website. Please make sure you have read the relevant documentation, and followed any instructions provided before you contact us.

For all support, please email: knitware.uk.com@gmail.com with all the following information:

- * *Knitware program and version*
- * *Your name, plus the serial number you were issued for the program.*
- * *If this program is installed from a download or from a CD.*
- * *Operating system information (be very specific, such as, Windows XP Professional SP 2, Windows Vista Home, Mac running Parallels, etc.)*
- * *Full details of the problem, including all error messages, step-by-step actions leading to the problem, etc. Please give us as much detail as you can, more is better as it helps us to easily identify what is happening. Just saying "it doesn't work" will not be very helpful to us, you need to be specific.*
- * *Whether you consulted/followed any of the Knitware documentation (Installation Guide, Demo Tutorial, User Manual, etc.) or the product Help available when you run the program.*

Providing this information will avoid the need for excessive email interchange and allow us to help you more quickly and efficiently. If you do not include all the relevant information, we will be unable to help you.

