



Knitware Design Software and Windows 7

This document refers to new installations only; if you have previously used any of the Knitware programs on an older computer, or if you have access to an older computer running Windows Vista/XP etc., please see the Knitware Support page on our website.

Knitware is a "legacy Windows application": it is a stable product that will work on any platform (operating system and hardware) that supports older 32-bit Windows XP applications.

With regard to running Knitware on Windows 7, the main thing to remember is that Knitware is a 32-bit Windows XP program. So you need to do what is necessary on Windows 7 to run any 32-bit Windows XP program -- this will require running the program in "Windows XP Mode" on Windows 7 Professional, Enterprise, or Ultimate editions, or by running as an Administrator or in XP mode in Windows 7 Home Edition.

The Knitware programs will install and run on Windows 7 32-bit systems. They MAY run on some Windows 7 64-bit systems, but we can't guarantee it.

So before you upgrade to Windows 7 or purchase a Knitware program, please be aware of this issue, and be sure to verify this information with Microsoft or your computer vendor.

We recommend that you refer to this link for significant information from Microsoft on this topic: <http://windows.microsoft.com/en-us/windows7/install-and-use-windows-xp-mode-in-windows-7>

The information on this page includes pointers to check the compatibility of a program with the Program Compatibility troubleshooter, how to find out if your CPU will support WinXP compatibility mode, whether you have the right version of Windows 7, and from where you can download the Windows XP Mode compatibility package.

Knitware and Windows 7 compatibility

Home 32-bit*	Home 64-bit	Professional 32-bit*	Professional 64-bit*	Enterprise 32-bit*	Enterprise 64-bit*	Ultimate 32-bit*	Ultimate 64-bit*
Yes	No**	Yes	Probably	Yes	Probably	Yes	Probably

* Requires Windows XP mode compatibility package available from Microsoft.

** You cannot INSTALL the programs on Windows 7 Home 64-bit, but you can COPY the programs from an older computer. Please see the Knitware Support page on our website.

"Probably" means that many users can successfully use the Knitware programs on these versions of Windows 7 – we can't guarantee that they will work for you!

If you intend to run any of the Knitware programs on a Windows 7 system, we recommend that you either download the free demo/trial version, or purchase the demo/trial CD which is available for a nominal price, BEFORE you purchase any of the full versions. Once serial numbers have been issued, or sealed CDs have been opened, we regret we are unable to offer refunds. (Both the free trial download, and the trial CD are available on our website)



Contacting us for Support

Free support for all three of the Knitware programs is offered to licensed/registered users only (i.e. you have been issued a serial number for one or more of the Knitware programs) by email, 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.**

