



Knitware Design Software at www.knitware.uk.com Download FAQ

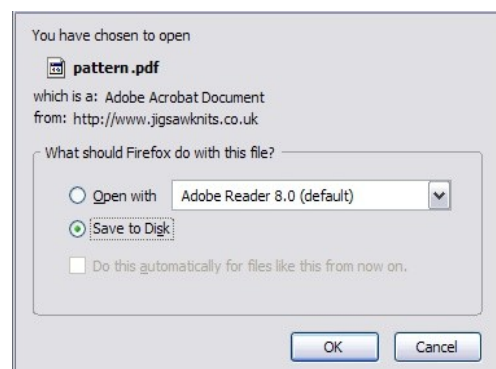
Contents:

- * [Common Questions](#)
- * [I paid for the download, where is it?](#)
- * [The link has expired. Help!](#)
- * [I can't find the files on my computer!](#)
- * [I successfully downloaded the file, but it won't open](#)
- * [Installation instructions for Knitware Design Software](#)
- * [Known problem with Knitware programs and Windows Vista](#)

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Choose the option to SAVE the file to your computer - be sure to save it somewhere where you can easily find it! Now copy it to CD and store in a safe place in case it's needed again in the future, for example in the case of a computer crash or purchasing a new computer.



Common Questions

Your question will more than likely have been answered below; if after reading this page you are still having problems with your download, please contact us and we'll be happy to help. Please include as much detail as possible, especially any error messages you may have received. The more information you provide, the easier it will be to help you - just saying "it doesn't work" or "I can't download" doesn't really give us many clues as to what might be the problem :)

I paid for the download, where is it?

There is a download link in your email confirmation, and the email title will begin with the words DOWNLOADS ACCESS. Your ISP or email program may have filtered it as SPAM or JUNK, so please be sure to check those folders just in case it's there.

If you've checked the above and you don't have the email:

- * Click the Login link at the top right of this page
- * If you are already logged in, click on My Account
- * Once inside your account, click "Order History" and click on the order which includes the download.
- * On this screen you will see the names of the downloaded items you've ordered. Click the link and a window similar to one illustrated above will appear, depending on your browser.

Important!

Be sure to save the file somewhere where you can easily find it! Now copy it to CD and store in a safe place in case it's needed again in the future, for example in the case of a computer crash or purchasing a new computer.

I clicked on the link in the email, but it says the link has expired. Help!

You will have 3 attempts to download your file, if you try again you will get a message to say that the link has expired.

All files are available for you to download for 3 days (for a maximum of 3 times per file) following your order, after which they will automatically expire. Please see our Terms and Conditions page for more information.

I can't find the files on my computer!

You'll need to search your computer to find where you stored them. From your windows Start bar select:

Start > Search > For Files or Folders

If you know the name of the file, type it into the window. If not, type *.pdf, *.zip or *.exe, depending on which file you downloaded. This may take some time so it's good to make a note of where you stored your files at the time you download them. You may find it helpful to create a folder just for downloaded items and always store your files there.



I successfully downloaded the file, but it won't open.

* If you downloaded a PDF file, you need Adobe Acrobat Reader version 5 or better to open it. Adobe Acrobat Reader is a free download from <http://www.adobe.com>.

* If you downloaded one or more of the Knitware programs, they are self extracting .EXE files. Please see our instructions for installing the programs below.

I've tried all the above and I'm still having problems

If you have read this page you are still having problems with your download, please contact us and we'll be happy to help. Please include as much detail as possible, especially any error messages you may have received. The more information you provide, the easier it will be to help you - just saying "it doesn't work" or "I can't download" doesn't really give us many clues as to what might be the problem :)



SPECIAL INSTALLATION INSTRUCTIONS FOR KNITWARE DESIGN SOFTWARE

STEP 1: Extract and Unzip the files:

1. Using Windows Explorer, find the downloaded file (basics250.exe, sweaters250.exe, or skirts250.exe).
2. If the downloaded file is on your Windows desktop, copy it to a new folder. Also be sure to make a backup copy on CD!
3. With Windows Explorer showing the folder with the downloaded file, double-click on the downloaded file.

The self-extracting unzipping program automatically runs to extract the installation files. Eleven (11) files are extracted, one of which is named setup.exe. This file is the installer launch program for the Knitware program.

STEP 2: Install the Knitware program:

1. Close all programs that are running, except Windows Explorer.
2. In the Windows Explorer, check that you can see the setup.exe file.
3. Double-click on setup.exe.
4. Click OK to start the install.

Click through the installation screens, accepting the suggested default values. Your Knitware program is installed, and you can later access it from the Start > Programs menu. **If you are using Windows Vista**, you will need to set Administrator privileges and be in Compatibility Mode **before** you run the program; please continue with the instructions below.

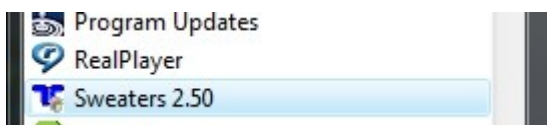
Known problem with Knitware programs and Windows Vista

After installing any of the Knitware programs on Windows Vista, you will see this error message when you try to run the program:

*Network initialization failed
Permission denied
File C:\PDOXUSRS.net*

The Solution:

In the Start > Programs menu, find the menu item for your Knitware program. It will look similar to this:

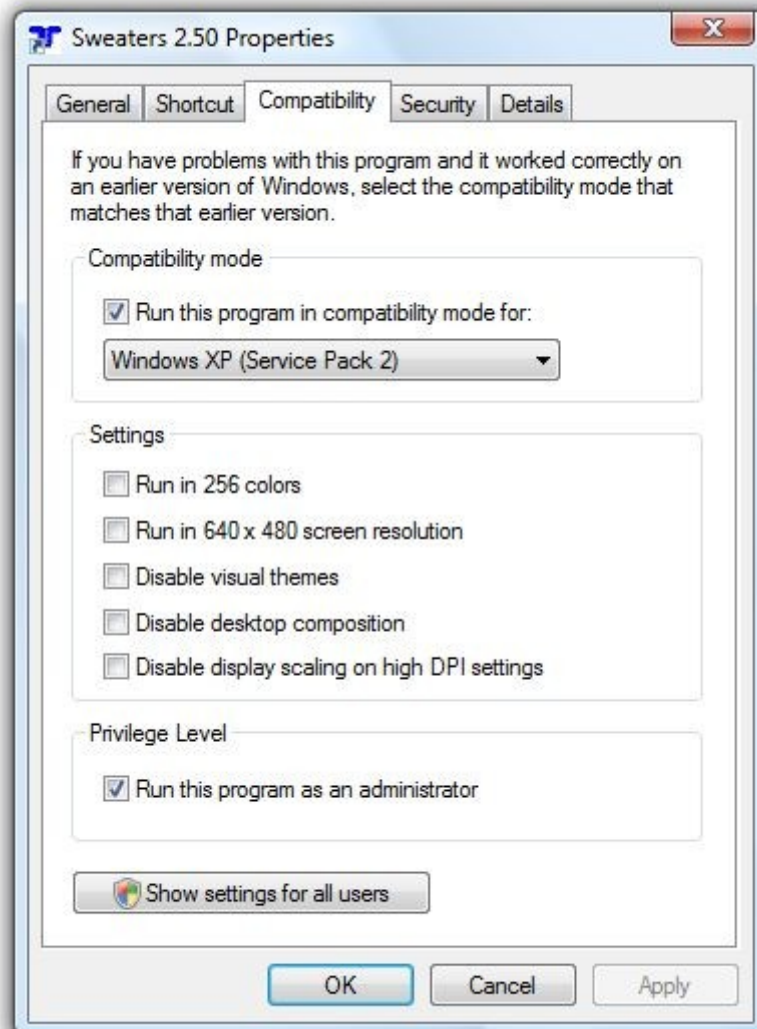


Right-click the menu item to display the Properties box for your program and do the following:

1. Click the Compatibility tab.
2. Select the compatibility mode for Windows XP.
3. Check the box to run the program as an administrator.



4. Leave all other settings unchanged or unchecked. The image below shows all the settings entered correctly.
5. When you save the new properties, you should be able to run the program successfully from this point forward. Once the program starts up successfully, you can enter the serial number to enable full program mode.



Once you set the compatibility mode for your Knitware program, you will not have to do anything more to run the program. However, if you uninstall and re-install Knitware, you will have to repeat this procedure. If you use more than one Knitware program, you will have to set compatibility mode for each of your programs.

If you have any problems installing your Knitware program, please contact us using the detail from our [Knitware Support page](#) page, and we will be happy to help.

