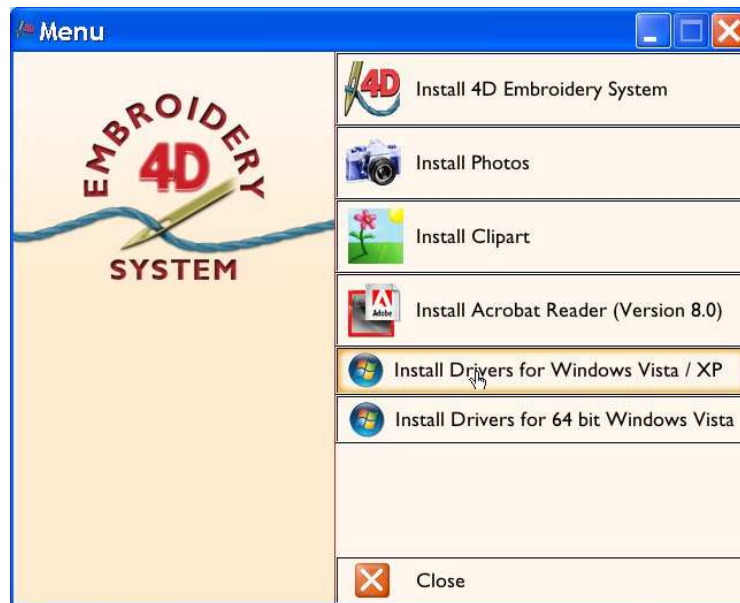


# Issues with Installing 4D software

I installed my 4D software on my new desktop running Windows XP with no problems at all. Just like the instructions said it would happen. I followed the prompts and it went without a hitch. I have to admit to a moment of smug pride and the thought “I am good at this”.

The computer gods were listening! When I went to install the 4D Software on my older laptop alongside my 3D software they made sure that I was bought back to earth, and fast! I repeated exactly what I had done with the desktop.



This is the main screen that you see when you install 4D. It is recommended that you install the drivers first. As I have XP running on both the laptop and desktop I installed the Drivers for Vista/XP. I would assume that if you were running the 32 bit Vista you would also do this step. If you have the 64 bit Vista then you would select the driver at the bottom.

If you are unsure which version of Vista you have it is probably the 32 bit.

When I did the install on the laptop I forgot to take my 3D and Autodigitizing dongles off and received this prompt.

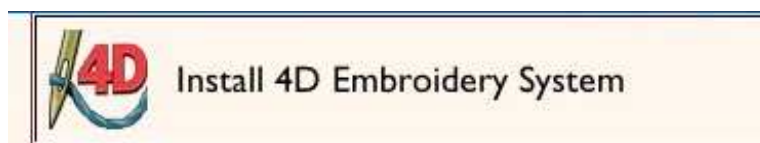


I complied and hit OK



You get to wait till the drivers are installed and then you click finish and go back to the main menu.

Next you install the 4D software, following through all the prompts, including attaching the dongel when asked and registering it at the end. All pretty straight forward.



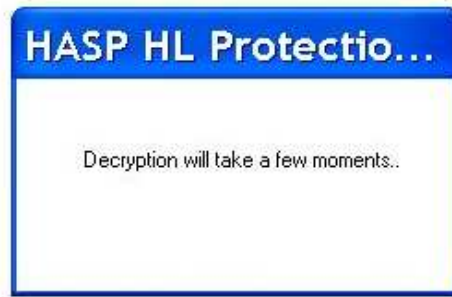
Next you can install the clipart, photos and Adobe reader 8.

When all of this is done you get an icon on the desktop (assuming that you said yes to this at the appropriate step in the install) and you get to see the 4D Embroidery System window.



These steps are designed to lull you into a false sense of security. You click on the 4D Embroidery extra icon and the suspicious little being inside your computer goes looking for the dongel and now .....

*Decryption.....* takes place.



If all is well the 4D Embroidery/Embroidery Extra Window opens.....

BUT!!!!!!!!!!!!!! .....This is what I saw on the laptop.



Not the dreaded 'Hasp not found " error that plagued us when XP arrived on the computer scene but Error 11 this time. How many errors are there I thought? Little did I realise, I was to find out soon.

Are you one of those people, like me, who have a large drawer in your kitchen to store pots and pans and other big items? When it jams, do you give into the urge to try to use brute force to pull it out? Pushing it back and forth so it gets really jammed tight. Or are you the cool logical type that reaches in to move whatever is jamming the drawer? I am the former.

It was a lot like that when this stupid error appeared. I had done a faultless install on the desktop. How dare the laptop do this to me! I took it personally and flicked screens about. Went back and installed the drivers again without looking at the screen to see what was happening and off course the second time I ran through the install drivers it UNINSTALLED the driver.....

Well it was no good anyway.....but I reinstalled it again, just in case that fixed it.

**No.....still Error 11.**

I was not connected to the net when I did this install. Maybe that was the problem.

**No.....still Error 11.**

The 3D software opened perfectly.....no problems there... What if I removed the 3D and AD dongles .....maybe some sort of conflict.....

**No.....still Error 11.**

Onto the net to the Pfaff site where I went to the 4D FAQ's and found a lifetime supply of all kinds of errors but no mention of my Error 11. I found other error messages with 11 the number or part of the number but not **MY Error 11!!!!**

Putting error 11 into the Search gave me a list of EVERY error message that you could get. What a demoralizing list, pages and pages .....and pages.....and.....

I am never going there again. Talk about depressing. After wasting 30 mins going through what I was sure was only the first 20 pages or so of error messages.....I was starting to feel really frustrated.

Surely someone else had this problem. So next to Yahoo groups. The Digitize with us and the Pfaff newsgroup searches showed that there were lots of others with problems but no one else seemed to have had mine. Maybe the dreaded:

**Error 11!!!!!!!!!!**  
**Was my very own personal error!**

May be some computer nurd in programming has implanted a little routine to generate random error messages to really make life interesting.

Yes I was getting paranoid by now. This does not happen to me.

(But then we have all heard about the new car with an annoying rattle that could not be fixed until the roof lining was pulled apart and the screw taped to the roof with the label "Found Me" was removed.....urban myth.....or fact?)

**Time to think logically, what was this error message telling me. The dongel driver was OLD?**

A few months is a long time in the computer world. Just because my 4D software was new to me it may have been sitting around for some time. Possibly 6-8 weeks to get to Australia and then time at the VSM whare house and then my dealers. Could the drivers on the disk itself be out of date?

So I rebooted my computer with the new dongel in place and my computer responded with a "Found new Hardware".....My computer was not recognising the dongel driver....this supported what the error message was saying. I was sure that the **New Hardware Wizard** would fix all my problems.



So I let my computer do its thing and search for the drivers. I was connected to the net so I was sure this would work.



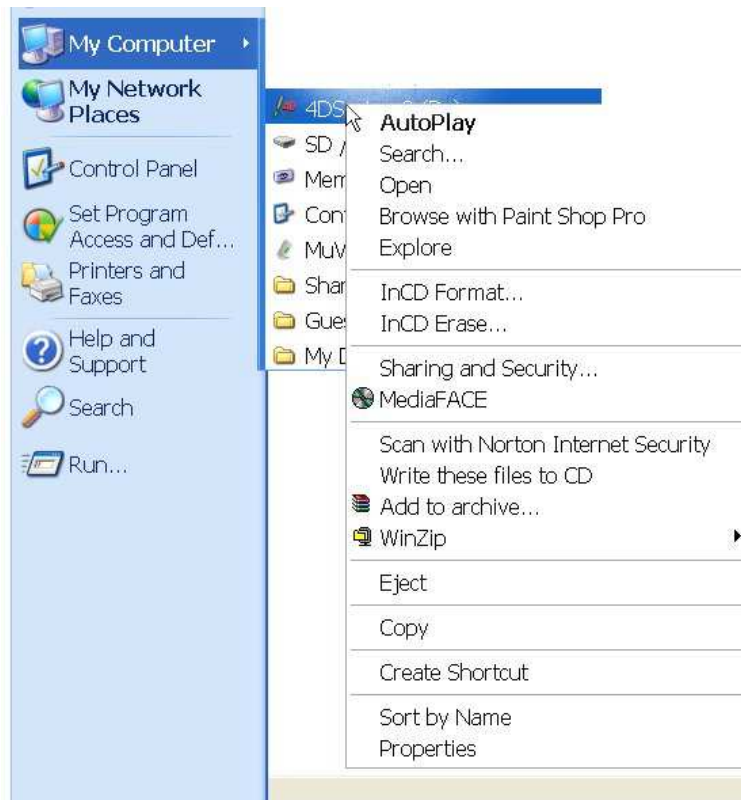
When this window appeared and I clicked Finish I was sure that my problems were over. Reboot, Open 4D and .....

**Error 11!..... Welcome to Ground Hog day..**

When most people put the software disk into the computer they see only what they are meant to see. The install window auto starts and the user is guided along an interface of artistically created screens to preform the install. Clicking "Yes", "Next" or "I agree" and then "Finish" when prompted. This is just a fraction of what is on the disk. Of course the disk must contain all of the files and information to run the software and the means to transfer all of this to your computer. But there are diagnostic tools and other interesting stuff in a folder on the disk.

To access this information these are the steps to follow;

1. Place the 4D dick in the drive and let it autorun
2. Click Close on the menu window
3. Go to my Computer
4. Right click on the 4D software label.



AutoPlay is in bold and will override the other options.

➤ Click Explore



Most of this is just information that is transferred onto your computer when the install takes place.

In the Technical folder is a number of extremely interesting items.

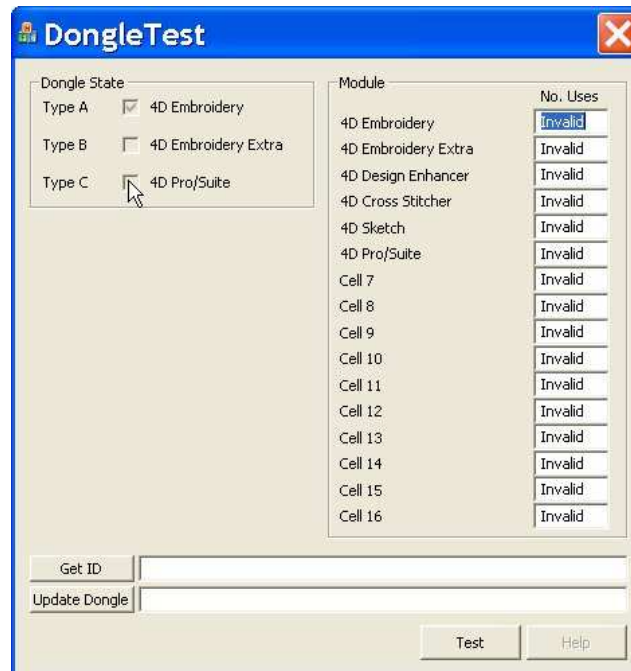




I went to the 4D Dongel test first.



When I clicked on Dongle test I got the following window



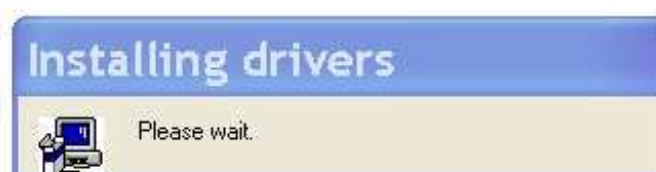
A classic case of "Lights on but no one home".

I had the 4D Suite but it was not recognising anything.

Back out the Dongel Driver folder where you find the HASPUserSetup icon.

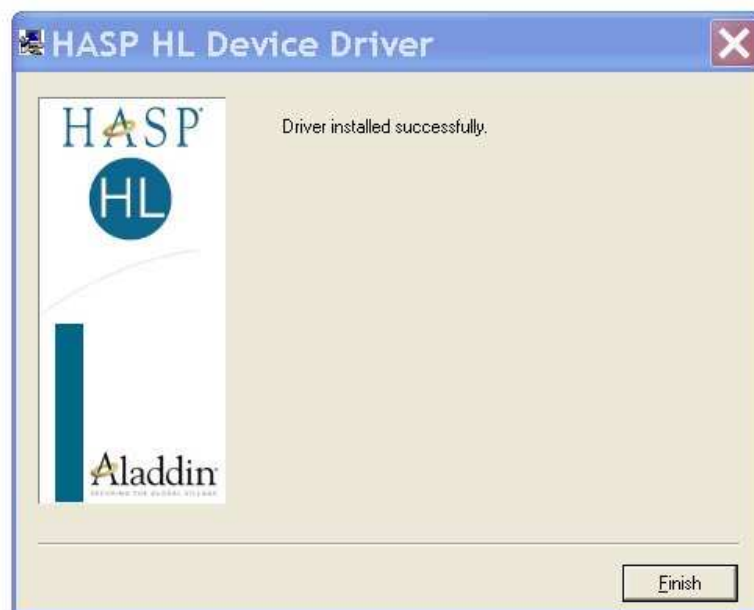


A click on this icon prompted the following window



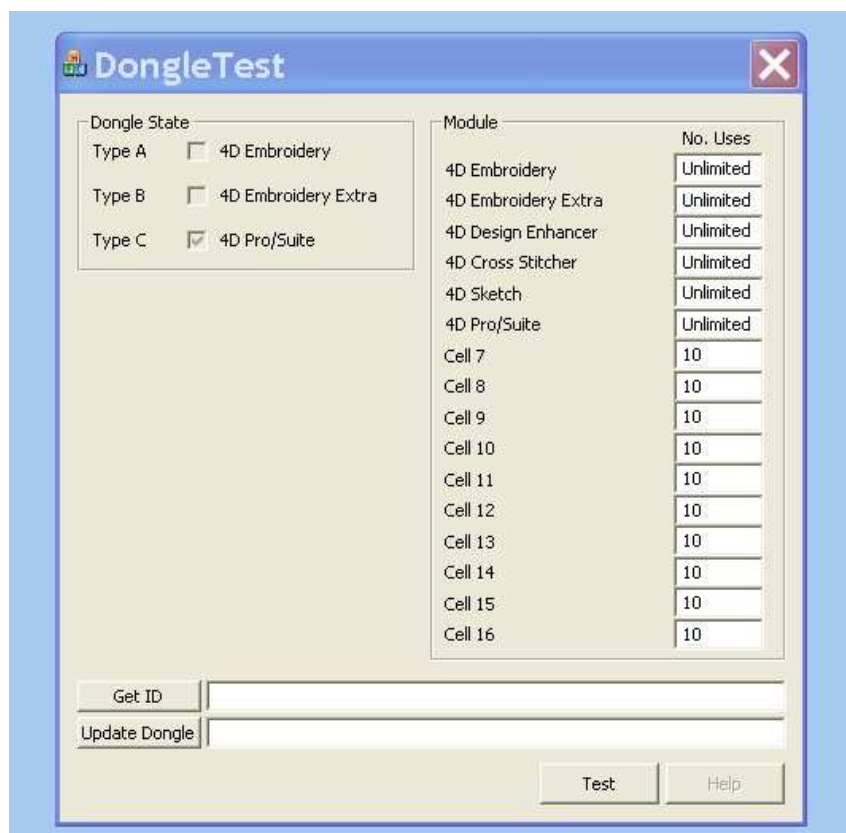
Been there done that..... I thought.

A brief flash of an install of a mysterious .dll file and the following window appeared.



I clicked “Finish” thinking that it just about described the way I was feeling.

Oh well I might as well try the dongle test again. But this time, (fanfare)



My joy was *Unlimited* as well.....Error 11 is no more.

Both 3D and 4D working. (Well opening anyway - one step at a time)



The Bonus design package loaded with no problems on my computers but if you have problems the fix is available on the Pfaff or Husqvarna Viking website when you log into your registration details.


Apparently there have been problems with the My Threads import from 3D to 4D and they have listed a fix for that as well.

**The following updates are available for you to download for your system.**

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**3D to 4D MyThreads import utility**


Use this utility program to import your 3D MyThreads table into 4D MyThreads  
Download to a temporary location and double click 3D4DMyThreadsImport.exe


Filename	File Type	Download
3D4DMyThreadImport.exe	Self-extracting zip	101 KB 


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**4D Embroidery System Update 1**

Resolves issue with installing Bonus Designs CD (certain packages only)  
Adds alignment marks when sending embroideries for the Grand Hoop in 4D Embroidery and 4D Embroidery Extra  
Download to a temporary location and double click UP1.exe.

Filename	File Type	Download
UP1.exe	Full install	6.95 MB 

Check my Registration details are correct 

Click to close this window 

If you are having problems with either XP, Vista or combining with 3D then I hope that one of the steps I have outlined here can help you.

Have a look at the information in the English folder on the disk it is worth it if you are interested in digitising text. The Dealer switch is still there in the DI folder but that is largely redundant now that the 4D contains all the hoops and both the Viking and Pfaff machine fonts.

If yo are having problems I hope this information is of some use.

Carolyn