



Installing 4D on Windows 7

I finally decided to take the plunge and move from Windows XP to Windows 7 bypassing Vista altogether. I had heard about a few problems that had been experienced with the new platform so I was not sure what difficulties I might come across.

When the new computer arrived I set it up and turned it on to find that Windows 7 was not installed. It was still using XP as its operating system. Now I knew why the price had been such a good deal! Still how hard could it be to change over?

I had the option to do an upgrade or a clean install. An upgrade would mean that I would install Windows 7 over the top of XP. A clean install basically means that the computer is wiped clean of all data and restarted from scratch with just the new platform. As this was a new computer there was no data to back up so a clean install was by far the preferred option. I have been advised that many problems experienced with Win7 are the result of conflicts that arise when XP is upgraded to Windows 7.

I would advise everyone to use the clean install pathway as my system seems to be working perfectly. (Hope I have not spoken too soon!!) You should still backup data anyway if you are doing an upgrade.

But of course you back up all your data every month, just like me? ...NOT!

I have just now backed up the last 12 months of my, and DH's, data on DVD and external HD. So I am feeling pretty good with myself. Actually I did it while I was waiting during the install processes on the new computer. We still have the spare desktop running XP and now DH has his very own computer.

Installing Windows 7 went quite easy but it took some time to find the drivers for the various parts of the computer. My knowledge of chipsets, video, audio and other drivers is much improved compared to a few days ago. The Dell website is really well organized and they were a great help so the process went quite smoothly.

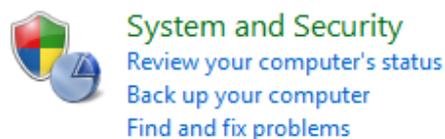
It took several days to install all my software in addition to the new goodies that came with the computer. I found that I had not kept copies of all the downloaded software that I had purchased so I had to find and download then again. At least I was organized enough to be able to find all the activation keys I needed. I left the 4D Software till last.

By this time I was reasonably familiar with the Windows 7 layout to be able to stumble around and find User Account controls and Norton Antivirus seemed to be ok with all my other software installs and online registrations. I got sick of answering the “*Should you allow this change*” pop up. It was a good way to learnt how to turn off User Controls when it drove me nuts.

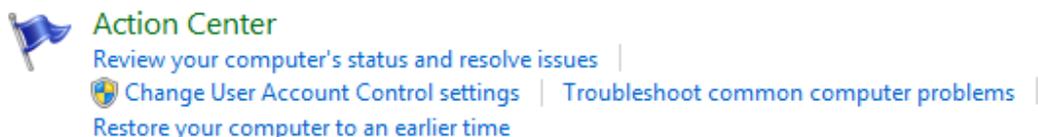
My first step was to turn off the Norton antivirus software and set my user Account control to the lowest setting.

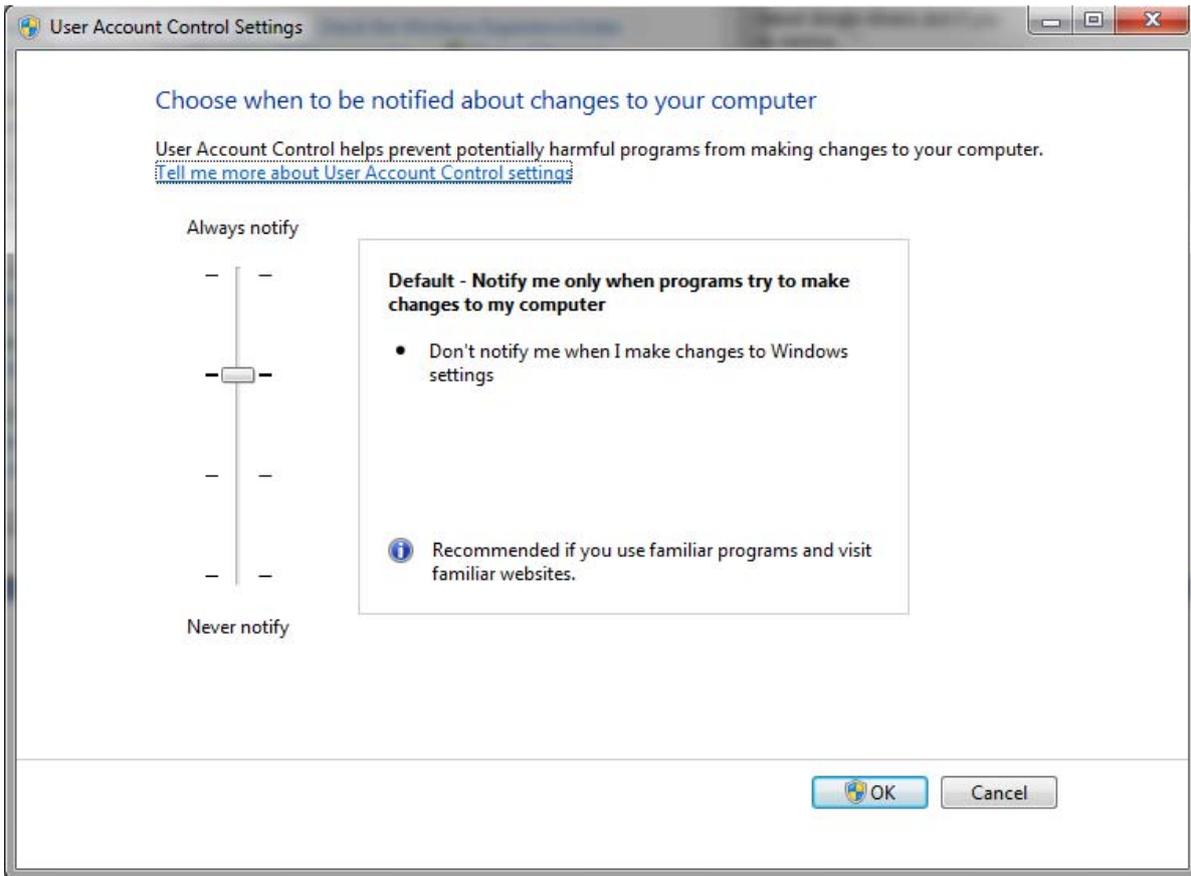
How to adjust your User Account Controls

- Click on the start icon 
- Select 



- Select System and Security
- In the Action Centre option select – Change User Account settings





Always notify

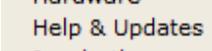


Never notify

Here you can adjust the slider on the left to a variety of settings. I slid mine all the way to the bottom to install the 4D software

You will need to restart your computer for this change to take effect.

The next step was to go to the Husqvarna Viking website again to see if they had made any changes to their advice since I had last looked.

- On the home page select the 4D Software link on the left.
- Select Help and Updates 



Frequently Asked Questions

Use the FAQ Search Wizard to find the answer to your problem quickly.

[4D Embroidery System FAQ >>](#)

[3D Embroidery System FAQ >>](#)

[FAQ for the VIP Embroidery System and Archive >>](#)

- Click on 4D Embroidery System FAQ
- Type Windows & into the search window or just HD013



HD013 [Advanced Search](#)

[Will my 4D Embroidery System work under Windows 7?](#)

HD013

When installing the 4D Embroidery System onto Windows 7 computers, the dongle drivers may not initially work correctly, as the 4D Embroidery System installs a set of dongle drivers which were created before Windows 7.

Download and install the latest dongle drivers prior to installing the 4D Embroidery System. Failure to do this, may result in the "Dongle driver not found (E0009)" when you try to open the 4D modules.

Please follow the steps below to install the latest dongle drivers **BEFORE** installing the 4D Embroidery System

1. Download the latest [Dongle Drivers](#).
2. Insert your 4D Dongle.
3. Install your 4D Embroidery System software (and all updates).
4. Open your 4D Embroidery System software to confirm that your dongle is working correctly.

If you installed the 4D Embroidery System software before installing the latest dongle drivers and if you experience problems such as the error message "Unable to start hasplms service...":

1. Remove your dongle from your computer.
2. Download the [4D Windows 7 Dongle Update](#)
3. Double click on the **4DWin7DongleUpdate.exe** file to start the dongle installation process.
4. Click Yes to any User Account Control (UAC) messages that appear.
5. When the dongle installation process is complete; you will see an 'Operation completed successfully' message.
6. Insert your dongle - the 'Found New Hardware' process will start.
7. When the 'Found New Hardware' process is complete; open your 4D Embroidery System.

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As of 23/11/2009, these are the recommended steps. So Dongle drivers first!

I downloaded and installed the drivers following step 1. [Download the latest Dongle Drivers.](#) and then inserted the dongle. All was easy and it was recognized and installed

Unfortunately I had 4 USB ports and I had to repeat the process three more times as there was no way that I would remember which port I had to use each time. I like to use a USB hub so that I am not inserting the dongle itself but an “extension” that is easily replaced should the connection become damaged. I regularly move the dongle between the laptop and desktop so this is to ensure that it is not damaged or lost. My hub is very old now and Win 7 would sometimes not “find” the dongle when it was on the hub so for now I have taken it off and no more problems. Hopefully a newer hub will fix things.

Now for the next step 3. [Install your 4D Embroidery System software \(and all updates\).](#)

I had not realized how many updates there had been since I purchased my V8.0 software. I installed the original software and then used Smart Update to collect the remaining updates. After several days of trying to download giant files on an inadequate, ASDL line I discovered that I had the 8.2 upgrades on my Family Portrait software DVD. So my advice would be to install all the 4D software you have first. I also discovered that you need to install the 4D clipart and photos before doing the upgrades. I thought that it would save some time but I found that I had to uninstall all of the software and restart. It did go more quickly the second time.

The last update was the 4D embroidery Update 3.81 for Windows7. I was not sure if this was the one that I had already done at the beginning so I decided more was better and installed it anyway.

I must have done it correctly as the software opens up and finds the dongle with no problems –as long as the dongle is directly connected.

I hope that your installation goes as easily as mine did.

Carolyn