

iPunch Technical Reference

For Software Technical/Support Staff

- BASIC PRODUCT KNOWLEDGE

o Products

~~///~~ Ipunch@Home



IPunch Home box



USB dongle

- ?? **General Info:** TEXMAC's entry-level digitizing & editing software, uses TrueType fonts
- ?? **Current version** 3.5 release date January 29, 2004
- ?? **Security Device:** Requires parallel port or USB dongle
- ?? **Serial Numbers:** iPunch@Home keys have 5 digit serial numbers. i.e. 10123

?? **Installation:**

- o **Necessary materials** Dongle, CD, program and dataset. PC must be 98SE, 2000, XP or Millenium.
 - o **Steps:** Insert CD, allow drivers to install, re-boot, plug in security dongle, then install program and dataset.
- ?? Additional notes: because of economical pricing, there are far more iPunchHome users than iPunch 8.5/7. Key differences are – sew area limited to 8.5

Upgrade to 8.5 is not automatic. Retail price is approx. \$2500.00. No need to go to 7 then 8.5. Just 8.5.

~~///~~ Ipunch Version 7



IPunch 7 box

- ?? **General Info:** Early version of 8.5 below (see notes). Lacks pattern and motif type stitches and additional TrueType font settings in 8.5.
- ?? **Most Current version** 7.0 release date last Nov. 7, 2003.
- ?? **Security Device:** Requires parallel port or USB dongle
- ?? **Serial Numbers:** iPunch 7 keys have 4 digit serial numbers range 4001 to 4119.

?? **Installation:**

- o **Necessary materials** Dongle, CD, program, security file, dataset. PC must be 98SE, 2000, XP or Millenium.
 - o **Steps:** See iPunch 8.5 installation steps below.
- ?? **Additional notes:** This was a limited early run, and there are still some customers who have not chosen to update to 8.5.

Update to 8.5 is not automatic. Retail price is approx. \$500.00 to upgrade. Key Additional features in 8.5 are better TrueType fonts and pattern/motifs.

~~///~~ Ipunch Version 8.5



IPunch 8 box

- ?? **General Info:** TEXMAC's professional-level digitizing system. Key differences are unlimited sewing field & stitch count, better editing/processing tools & more.
 - ?? **Current version** 8.5 release date January 29, 2004
 - ?? **Security Device:** Requires parallel port or USB dongle
 - ?? **Serial Numbers:** iPunch 8.5 keys have 4 digit serial numbers from 4120 on up.
- ##### ?? **Installation:**

- o **Necessary materials** Dongle, CD, program and dataset. PC must be 98SE, 2000, XP or Millenium.
- o **Steps** Insert CD, allow drivers to install, re-boot, plug in security dongle. Install program – ensure that security file (called ipunch.cap) is somewhere on a known directory on the computer. At prompt "select master/file folder", point installer to this directory. After install, also install dataset.
- o **Additional notes:** This is the latest, high-end version of iPunch.

GENERAL TECHNICAL ISSUES & THEIR SOLUTIONS WITH iPUNCH PRODUCT LINE

Error or Event	Occurs When...	Possible Causes & Solutions
Security Error	Installing iPunch	Possibility 1: Security dongle not attached to computer. (in rarer case – wrong security device is attached)
	Installing iPunch	Possibility 2: (7 and 8 only) Wrong (i.e. too old) version of the security file iPunch.cap
	Starting iPunch	Possibility 2: (7 and 8 only) Wrong (i.e. too old) version of the security file iPunch.cap
Master File Not Found	Installing iPunch	Possibility 1: security file iPunch.cap is not in the directory where you've told the install program to look. Verify presence of the file using Windows explorer
	Installing iPunch	Possibility 2: security file was downloaded from the website or email but has inadvertently been re-named. This happens when downloading from iPunch.com. Windows renames the file to ipunch.cap.htm. Use View..Details to see this, making sure the option "Hide Extensions for Known Filetypes" is disabled in Explorer. Rename the file to iPunch.cap.
Security Device Not Found	Starting iPunch	Possibility 1: Security dongle not attached to computer.
		Possibility 2: Security device is attached, but it is the wrong one. Starting iPunch requires that the same security device (i.e. same serial number) is connected to the computer as was used to install the program. iPunch will not start if a different iPunch key, (even the same level) is connected. To use a different iPunch key on the same computer, iPunch must be uninstalled, then reinstalled with the intended key.
		Possibility 3: (Version 7 or 8.5 only) Program has timed out. Get the newest version of iPunch.cap available and try again: Reinstall iPunch following the procedures listed in "Special Procedures" below.
		Possibility 4: Windows date/time is outside of a reasonable range. Ensure that the Windows date/time is in a reasonable range, re-start the PC and try again.
		Possibility 5: Old installation program. Older versions of iPunch had much stricter issues with the Windows date. Solution: all iPunch owners are eligible for a free update that is at least new enough that this issue is fixed. Go to www.ipunch.com and download the latest version.
		Possibility 6: Parallel port is not LPT1 and port resources are other than 378-378FF for i/o address.
A previous application instance already running...	Starting iPunch	Possibility 1: iPunch may already have been running in the background. It is not possible to open more than 1 instance of the program at a time on a PC. NOTE: Trying to do this will cause any already-open files to be un-save-able.
		Possibility 2: You've clicked too many times on the icon. Double-clicking once on the icon will initiate a program startup, but slow-operating computers may not show any sign at first that it has done so (i.e. the program Splash screen will not appear).
.scr file not found or iPunch does not start (no error message appears)	Starting iPunch	Possibility 1: You've tried to double-click on a stitch file and not the program itself.
Program Crash	During operation	Possibility 1: You're running an old version of the programs. Older versions of iPunch had stability issues, but there are no currently known stability issues with current versions of iPunch.
Program Crash	During operation	Possibility 1: You're running an old version of the programs. Older versions of iPunch had stability issues, but there are no currently known stability issues with current versions of iPunch.
		Possibility 2: You're running a version of the program dataset that is incompatible (i.e. too old or too new) with the version of iPunch installed in the computer. Make sure you're
Slow program operation	During operation or startup	Possibility 1: Too many TrueType fonts installed in Windows, or Windows
		Possibility 2: Computer doesn't meet minimum hardware requirements. See reference list below.
Graphic Data Pack Error	During operation or startup	Operation of the program is corrupted. Try to save any work(may not be possible), then re-start the program. If not, re-boot and try again.
No SEDS Fonts	During operation or startup	Possibility 1: You have iPunch@Home, not iPunch 7 or 8. These (pre-digitized) fonts are only available at these levels of the program. All versions of iPunch, however, use Windows TrueType fonts.
No SEDS Fonts or no Stitch Recipes or no Color thread charts or no patterns or motifs	During operation or startup	Possibility 2: You have iPunch 7 or 8, but the dataset is not installed. Install the dataset. You can download the latest dataset from www.ipunch.com . If you have Version 7, you can use iPunch 8.5 dataset, but change directory to iPunch7\sedpdata directory.
No SEDS Fonts or no Stitch Recipes or no Color thread charts or no patterns or motifs		Possibility 3: The dataset is installing to the wrong program directory. Reinstall the dataset, making sure the dataset saves all files to c:\iPunch8\sedpdata or c:\iPunch@Home\sedpdata or other designated folder. Ultimately go to Windows Registry and see paths designated in hkeylocalmachine\software\capital\sedpdata and see the folders. They can be edited there if necessary.

SPECIAL PROCEDURES AND IMPORTANT INFORMATION

Minimum Hardware Requirements for the operation of iPunch@Home, iPunch 7 or 8.5

- ?? **Operating System:** Windows 98 Second Edition, Windows ME (not recommended), Windows 2000, Windows XP Home or Pro, Service Pack 1 or Service Pack 2.
- ?? **Ports:** USB or parallel port (depending on security device).
- ?? **Processor:** Pentium 3 / 800Mhz or faster.
- ?? **Memory:** 128Mb or greater for Windows 98, ME, and 2000. 256 or greater for XP.
- ?? **Hard Drive Space:** At least 1 Gb free for program, dataset, and work files
- ?? **Video:** Video card, onboard or 3rd party works, with at least 2 Mb video RAM. (almost all computers new have far more than this.
- ?? **Monitor:** 17" or larger. Ensure display is set to 1024 x 768 x 16-bit high color at least.
- ?? **Pointing Device:** Mouse is fine. Graphic tablets/pens are optional but not necessary.
- ?? **External storage:** If outputting to HAPPY commercial machines, must have floppy disk drive. Also recommended is CD or DVD for creating backups of work.
- ?? **Other Devices:** Color printer, flatbed scanner. Recent models of both should be enough quality.

Removing iPunch completely from a PC: This procedure is useful if all other troubleshooting procedures fail.

1. **Normal Uninstall:** Click on Start... Control panel (or in 98, Start....Settings...Control Panel) then go to Add/Remove programs. A full iPunch installation has 2 entries in the list:
 - a. **iPunch dataset :** This is listed alphabetically under "i". **NOTE THAT THE PROGRAM IS NOT.** If you are sure that the iPunch dataset already installed is the latest, you do NOT have to uninstall it. If unsure, go ahead and remove it.
 - b. **iPunch program:** Whether iPunch Home, 7, or 8.5, the program itself is listed under "T" for TEXMAC iPunch Version XXX. Highlight it and Add/Remove (Win98) or Change/Remove (Win2000/XP). Use the Automatic (not Custom) option to remove the program.
2. **Delete all instances of the driver for the security dongle.** If you're unsure which to delete, it is ok to delete both (a) and (b) below.
 - a. **USB driver:** Use the Windows Search tool [START...SEARCH (or in '98, START...FIND)... for Files or Folders. Under All Files and Folders, enter the filename "usbblock" in the blank labeled "all or part of the filename.
 - b. **Parallel port driver:** If searching for the parallel port driver, follow (a) above but search for files with the name "sense3". If unsure whether
 - c. **Advanced Options:** When performing the search for (a) and (b) above, make sure you search in (1) subfolders, (2) system folders, and among (3) hidden files and folders. If these options are not enabled, not all of the files will be deleted. This is important!
 - d. **Search and Delete:** After finding all instances of the drivers, select them all and delete them.
3. **Delete the software registry key from the Windows registry.** (If you are unsure of what to do with this, ask someone who is more familiar with the procedure.
 - a. **Open the registry editor.** START....RUN...REGEDIT.
 - b. **Go to the registry key.** Go to HKEY LOCAL MACHINE....SOFTWARE. Find the key labeled "Capital". Delete it.
4. **Re-boot. (This step only necessary for Windows 98 or ME).**
5. **Re-install iPunch.**