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## **My Room Designer Software – Download Version**

Technical Support Guidelines

### **System Requirements**

- Microsoft Windows XP or Vista operating system
- A 500 MHz Intel Pentium-class or faster processor
- At least 64 megabytes (MB) RAM, 128 recommended
- At least 150 MB of available hard disk space; additional disk space is required if you work with many large image files
- A 16 bit (high color) video display card (32 bit recommended)
- Monitor resolution of 800x600 pixels (1024x768 recommended)
- A DVD or CD-ROM drive
- Internet connection

### **Serial Numbers and Activation**

Restrictions have been set with regards to the serial number activation process in order to prevent illegal use of the software. These rules are as follows:

- Each serial number may be activated on up to 3 separate PCs.
- A serial number must be entered when the software is launched.
- In order to activate a serial number, the user's computer must be connected to the internet.
- If for some reason a user is unable to connect to the internet, the software can be launched twice without activating the serial number (although the number must still be entered).
- On the third attempt, a user must activate their serial number in order for the application to launch successfully.
- If a user has met the above requirements but is still unable to activate their serial number, the license must first be validated before the software will be activated. Please contact 1-800-4-CORIAN for further assistance.

### **Troubleshooting Basics**

Software errors typically return an error message and are repeatable. If the user is experiencing a different problem, first confirm that the PC in use meets the minimal requirements and any other products (e.g., photo software, camera, printer, etc.) are operating as expected. It is also very helpful to review the Tutorial that is offered within My Room Designer.

If the problem appears to be related to My Room Designer, several steps should be taken in order to diagnose the problem. The first step is to collect specific information from the user:

- Serial Number
- Customer's name
- Windows operating system
- Exact wording of any error message received
- Detailed description of what customer was doing when problem occurred (examples included downloading file, installing program, opening program, opening picture, etc.)
- Contact information (email and phone number if possible. Email is preferred.)
- Has the customer tried uninstalling/reinstalling and/or rebooting their computer?



- Has the installation worked?
  - Does the software launch?
  - Is it running on a supported Operating System?
  - Does a sample image open and change colors?
  - Is there an Error Message? If yes, record it (and note if it occurred during the download process).
  - Is the problem repeatable? If yes, repeat it and record process.
  - Does the customer have high speed internet? Software will download extremely slow or not download at all with a dial up connection.
  - Was the customer's anti-virus software disabled while attempting to download? Sometimes anti-virus software will interfere with the download.
  - Did the customer close all programs before downloading?
  - Did the customer save the setup file to their desktop and then begin installation by double-clicking on the setup icon?
  - Did the customer close their internet browser and /or download manager when the download completed?

### Opening and using images

- All images must be on the hard drive (vs. camera or CD) to be accessible by the software
- User must know where their images are stored (e.g., "My Pictures" on XP)
- User is unable to open a camera file
  - Can they see the file in Windows Explorer?
  - Can they open the file in Microsoft Paint?
- Software only supports and opens .jpg files

In addition to the original JPEG image file, this software creates two additional files for each image that is painted. File types are:

- .jpg     JPEG image file (original)
- .prv     Thumbnail preview file (new)
- .prj     Project file (new)

NOTE: The original picture is copied to the My Projects folder and will retain the original file name. The .prv and .prj files are also saved to the My Projects folder, will have the name the project was SAVED as, and are specific to this software only. These three files are necessary to reopen and work with an existing project. Renaming or moving these files after a project has been saved may cause the user to be unable to reopen and edit previous work.



## Common Errors & Resolutions

Encountering errors when installing a software program is not uncommon. Each computer is unique in its setup and system configurations. The following are the most common error messages a user will receive when trying to install the software on their computer, and how to correct the problem(s):

[www.eissoftwareinc.com/support/winfix.asp](http://www.eissoftwareinc.com/support/winfix.asp)

- This link leads to a patch that will solve 90% of errors that occur during installation.
- Error caused by what other applications do, not our application.
- Download a small file and run
- Directions are on the page

### *Error 1904:*

Many programs do not recognize the latest version of Adobe Flash player. The program throws error 1904 because it does not recognize the Flash player as a sufficient version. For this reason the customer will need to "manually" check their version. The following website will allow the customer to verify that they have Flash player 9.0 or higher installed. The website will automatically identify their installed version:

<http://www.adobe.com/products/flashplayer/>

If the customer does have Flash player 9.0 or higher installed, they can just click "OK" on error 1904 to proceed. If they do not have 9.0 or higher, they need to install the latest version from the website above and then return to the software and click "OK" on error 1904 to continue.

### *Error 1335:*

Ask the customer to turn off their anti-virus software because this may be what is causing an error with the download.

If turning off the antivirus software does not work, they may need to update their Windows Installer.

To Upgrade the Windows Installer follow these steps:

1. Start Microsoft Internet Explorer, and then browse to the following Microsoft Web site:

<http://msdn.microsoft.com/downloads>

2. In the left pane tree menu, click "**Setup and System Administration**", and then click "**Setup**".
3. Click "**Windows Installer**", and then click the appropriate link for your operating system.
4. Click "**Download**" to download and install Windows Installer version 2 or newer version.



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*"Digital Signature Is Not Valid" message:*

This error means the customer's antivirus software is not allowing sufficient download of the program. They can disable it temporarily by going in to the Internet Explorer Options:

Tools->Internet Options->Advanced->Scroll down to Security->Check the option "Allow software to run or install even if the signature is invalid". Once they have finished doing this, they need to delete the cookies and temporary files and restart IE.

*User says there is large "gray box" extending from work area that covers palettes and layer/area:*

Solution:

User needs to change font/dpi setting to "Small" or "96 dpi". Setting is changed by clicking on Start, selecting Settings, clicking on Control Panel. Double-click on Display, select the Settings Tab (far right) and double click on Advanced key (bottom right). Font/dpi settings are in drop-down menu. User may have to restart computer after changing these settings.

*For users who are unable to activate their serial number:*

Please contact 1-800-4-CORIAN for further assistance.



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### **Color Appearance and Accuracy**

The following are guidelines that will help to set a user's expectations and ensure that the product is represented as accurately as possible:

- Colors in the software will never exactly match a color chip due to RGB PC rendering. The same is true when the images are printed.
- Every PC is different, and every room is different.
- Turning up the Brightness and Contrast on the monitor helps clarify the images.
- The monitor is best set to 24 bit color to ensure color accuracy.

### **Image Quality**

The higher quality a user's original image is, the higher quality the rendered image will be. Photographs of questionable quality will still look poor after they have been used in the software. The following are the most common problems with regards to image quality:

- Low resolution
- Low or poor lighting
- Incorrect exposure

### **Frequently Asked Questions**

Can I use projects from the software in other applications?

- No, not projects with active surfaces.
- Yes, you can Export a JPEG and use it in other applications, attach it to an email, Blog, etc.

What is the best resolution for an image in the software?

- 1024 x 768 is the best minimum.
- If the image is too big, the software will size it down when it opens it.

My email image button does not seem to work.

- You need Outlook or Outlook Express to be the default for email to work.
- If not, Export the image and attach to an email.



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### **When do I contact DuPont?**

DuPont offers support from 9 am to 5 pm EST Monday-Friday, excluding all federal holidays. DuPont needs to be provided with the user and error information outlined on page 3 of this document to provide additional assistance. The following describe situations which would merit contacting DuPont for support:

- Repeatable problems occur that can be documented:
  - Installer issues, but not download issues
  - Software operation, not user error
  - Software functionality, bugs, rules, etc.
- Mysterious problems occur that show a usage pattern:
  - Several issues that are vague, but show a pattern
  - Feature requests or options that are frequently recorded
- Users who cannot activate their serial number
  - Serial numbers may be manually activated given a user's contact information and serial number. Please contact 1-800-4-CORIAN for more assistance.