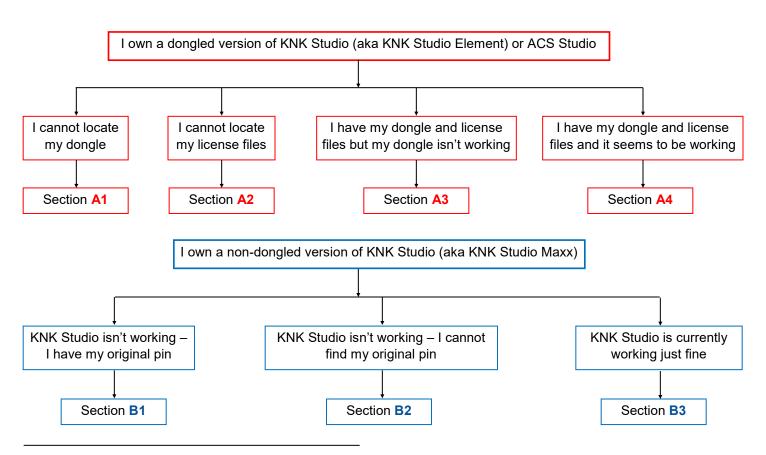# Surviving Post-CADlink Support for KNK Studio 7 and 8[1]

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Step 1: Please read the following:

- On April 16, 2018, KNK USA was informed by CADlink Technology Corporation that they will no longer assist owners of KNK Studio 7 or 8 with recovering registration files. This applies to both those customers with dongled versions of KNK Studio and dongle-less versions. CADlink has also stated that those customers who suddenly have registration problems, but wish to continue using KNK Studio for designing and/or cutting, will need to upgrade to Signlab 10 Cut Pro at a cost of $200 USD for the software plus shipping for the software CD and a dongle. The shipping cost to those in the USA is $30. It will vary in other countries. Note that there is no dongle-less version of Signlab 10. Information on how to order the software is provided in **Section C1**.

- This document provides options on what to do if you find yourself in a position where you can no longer use your current version of KNK Studio. If the registration files are not valid, you will receive an error message after a few steps in KNK Studio that reads "Possible Error with License File - 1."

- Even if you are not having issues with your current software, please go to either **Section A4** or **Section B3** as indicated in the chart below. You need to protect your software in the event you do lose the ability to use it.

- If you have any questions or issues, after reading this document, please submit them by email to smccauley45@cox.net or you can start a support ticket at KNK USA using this link: https://knkusa.com/support/

Step 2: Check out the following situations and proceed to the recommended section:

I own a dongled version of KNK Studio (aka KNK Studio Element) or ACS Studio

I cannot locate my dongle	I cannot locate my license files	I have my dongle and license files but my dongle isn't working	I have my dongle and license files and it seems to be working
Section **A1**	Section **A2**	Section **A3**	Section **A4**

I own a non-dongled version of KNK Studio (aka KNK Studio Maxx)

KNK Studio isn't working – I have my original pin	KNK Studio isn't working – I cannot find my original pin	KNK Studio is currently working just fine
Section **B1**	Section **B2**	Section **B3**

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[1] CADlink Technology Corp. is an independent software provider and, therefore, sets their own Terms of Use for their products, which includes KNK Studio. While KNK USA assisted customers with retrieving their license files, all generation of these files were performed by CADlink and issued by CADlink at their discretion.

A1 Lost Dongle

- If you cannot locate your dongle, you will need to make a decision based on the following options. Please note the advantages and disadvantages of each:

  ◊ Upgrade to SignLab 10 for $500 (or $230 if you still have your dongle): This is, essentially, an upgraded version of KNK Studio with some additional design features and the ability to open . KNK files. Downside: Not user friendly, must ship back your prior dongle in order to receive upgrade price. Refer to **Section C1.**

  ◊ Purchase Sure Cuts A Lot (SCAL4) for $59.99 (SCAL4) or $199 (SCAL4 Pro): Very user friendly, offers an abundance of design features, has both PC and Mac versions, frequently updated, and works with ALL KNK Models, including the Force and Zing Orbit. Detailed user manual available. Downside: Cannot import .KNK files (must use method presented in **Section D1**). Additional features available in SCAL4 Pro are presented at this link.

  ◊ Purchase Make The Cut (MTC) for $58.36: Very user friendly, offers an abundance of design features, works with older KNK models, and shapes can be copied/pasted directly from KNK Studio (refer to **Section D2).** Downside: Program has NOT been updated since 2014, Mac version is a PC version running on a built-in emulator, no metric units option.

  ◊ Download Inkscape for free: Offers an abundance of design features, is considered a high-level vector program, free tutorials, user forum, and videos on-line. Downside: Not user friendly, Mac version is a PC version running on an emulator, limited cutting to KNK cutters, cannot import .KNK files (must use method presented in **Section D1**).

A2 Missing Dongle Files

- The dongles only work with the original license files (*Products.ini* and *Products.lcf*) programmed for that dongle. There are several possible ways to locate these files:

  ◊ Find the original CD's that shipped with that dongle. Note that even if the program CD will no longer install, the two files can normally be copied and pasted by using Windows Explorer to browse that CD.

  ◊ If you have KNK Studio installed on an any other computer that used that dongle (say, an older computer that's now in your closet), then those same two files can be found inside C:\Klic-N-Kut Studio or C:\Klic-N-Kut Studio Element (or a custom named folder if you used one).

  ◊ Perhaps you backed up your dongle's license files into another folder? Use Windows Explorer's search function and type in: Products.ini. You can expect to find the two files together in the same folder.

- **NOTE:** If you find one Products file but not the other, chances are your Windows is set to hide certain file types. Watch the video called "*Showing File Extension*" at the link below. This video was made in Windows 7. In later versions of Windows, you'll open that same **Folder Options** window in Explorer by clicking on the **View** tab and then, over on the right, select **Options** and then **Change folder and search options**.

  http://www.iloveknk.com/FreeVideos/Support/

- If you cannot locate your dongle files, then you are in the same situation as not having a dongle. Go to **Section A1.**

A3 Dongle Not Functioning

- If you have your license files for the dongle installed in KNK or ACS Studio but your dongle is not being recognized by Windows, you probably just need to update the dongle driver. Carefully unplug the dongle from your computer. Then download and install the latest driver from this link:

  http://www.iloveknk.com/Support/Drivers/Klic-N-Kut/Dongle/

- If the dongle is visibly broken or you cannot get the driver to install and recognize the dongle, then you are in the same situation as not having a dongle. Go to **Section A1.**

A4 Dongle Is Working

- You can continue using KNK Studio but be advised of the following:

   ◊ Certain KNK Studio functions may behave oddly or cease to work as Windows continues to be updated.

   ◊ Protect the dongle! They can break or simply come apart after being removed numerous times from a USB port. It is recommended that dongles be used in a USB hub to avoid repeated handling.

   ◊ Any .KNK files that you consider important should be backed up in a different format. Refer to **Section D3** for advice on choosing export formats.

B1 Activation Pin Available

- The original KNK Studio Activation Pin is a 10 digit number that looks like this: XXXX XXXX XX. If you do not have that 10 digit number, please go to **Section B2.**

- CADlink allows one activation per year. If you've already re-registered within the past 12 months, you will need to wait until that 12 month period has passed before you can register with that same pin again.

- To re-register you need to be in trial mode status. If your computer doesn't yet have KNK Studio installed, then you can download it from this link: http://www.iloveknk.com/Support/Software/KNK-Studio-for-Maxx-and-Groove-E/

- If you already have KNK Studio installed and your current license files are resulting in an error message, then you can replace those with the "dummy" license files to return to trial mode. Use these steps:

   ◊ Close KNK Studio. Go to the following link and download the zip file located there:

      http://www.iloveknk.com/Support/Software/KNKStudio-Trial-License/

   ◊ Extract the files from this zip and copy/paste them into your c:\Klic-N-Kut Studio Maxx folder (or wherever you have installed KNK Studio Maxx). You will be asked if you want to replace the existing ones and you will choose that option.

   ◊ Open KNK Studio. You will be given the option to register. And YES and then complete the form in the window which opens.

- If you successfully register, then please read **Section B3**. If you are unable to register, please go to **Section B2.**

B2 Lost Activation Pin

- The original KNK Studio Activation Pin is a 10 digit number that looks like this: XXXX XXXX XX.

- The original 10 digit pin would have been provided in the following locations:

   ◊ On your original invoice when you bought a KNK Maxx, Groove, or Groove-e model.

   ◊ Inside the small brown box that housed the blade holder, blades, and cables that came with your KNK.

- You can also possibly find your Activation Pin by locating the Products.ini file in a KNK Studio installation on any of your computers. You might also find this file in a past email from CADlink Technology Corp. Use a text editor to open this file and the Activation Pin will be found near the top of the file in the line that reads: PIN=XXXX XXXX XX.

- If you locate your Activation Pin then go to **Section B1**.

- If you cannot locate your Activation Pin OR you do not want to wait until a year is up to re-register, you will need to make a decision based on the following options. Please note the advantages and disadvantages of each:

◊ Upgrade to SignLab 10 for $500 (or $230 if you still have your Activation Pin number): This is, essentially, an upgraded version of KNK Studio with some additional design features and the ability to open . KNK files. Downside: Not user friendly, must ship back your prior dongle in order to receive upgrade price. Refer to **Section C1**.

◊ Purchase Sure Cuts A Lot (SCAL4) for $59.99 (SCAL4) or $199 (SCAL4 Pro): Very user friendly, offers an abundance of design features, has both PC and Mac versions, frequently updated, and works with ALL KNK Models, including the Force and Zing Orbit. Detailed user manual available. Downside: Cannot import .KNK files (must use method presented in **Section D1**). Additional features available in SCAL4 Pro are presented at this link.

◊ Purchase Make The Cut (MTC) for $58.36: Very user friendly, offers an abundance of design features, works with older KNK models, and shapes can be copied/pasted directly from KNK Studio (refer to **Section D2).** Downside: Program has NOT been updated since 2014, Mac version is a PC version running on a built-in emulator, no metric units option.

◊ Download Inkscape for free: Offers an abundance of design features, is considered a high-level vector program, free tutorials, user forum, and videos on-line. Downside: Not user friendly, Mac version is a PC version running on an emulator, limited cutting to KNK cutters, cannot import .KNK files (must use method presented in **Section D1**).

B3 KNK Studio is Working

- You can continue using KNK Studio but be advised of the following:

◊ Updates to Windows 10, as well as performing a Restore or a Reformat are known to change an internal software number in Windows called the Machine ID. This number isn't related to the KNK cutter itself, only to the software. When this Machine ID changes your current registration files will not longer work. You will need to follow one of the steps in **Section B1 or B2**.

◊ Certain KNK Studio functions may behave oddly or cease to work as Windows continues to be updated.

◊ Any .KNK files that you consider important should be backed up in a different format. Refer to **Section D3** for advice on choosing export formats.

C1 Upgrading to Signlab 10

- Please note that all of the information and instructions in this section are based on policies put into place by CADlink Technology Corp. While I will do my best to answer your questions, any complaints or requests for changes to these polices must be directed to a representative of that company and not to KNK USA nor to me.

- The first step in upgrading to Signlab 10 is sending an email to a representative of CADlink. Either one of these email addresses can be used: davem@cadlink.com or Orders@cadlink.com. IMPORTANT: Indicate your country of residence and if you have a dongled or non-dongled version of KNK Studio. If you are outside of the USA or Canada, you will mostly likely be referred to a different contact person.

- You can also call CADlink using this number: 800-545-9581

- If you currently have a dongled version, you will be required to return that dongle within 30 days, at your own expense, in order to receive permanent registration files for your new dongle. Note that this might not apply if you own one of the newer dongles shipped with ACS Studio.

- If you currently have a non-dongled version, your Activation Pin will be disabled and you will be using a dongled version from this point forward. From past experience, it's a good idea to use a hub or USB extender with the dongle so that you're not pulling on it repeatedly when removing from your computer.

- When ordering Signlab 10, you will be required to provide credit card information either via email or by phone. They will also ask for a Tax ID number. Because my social security number IS my Tax ID number, I declined to provide it. They warned me that my Signlab 10 package could be delayed in arriving, however, I received it within 2 days of ordering.

Section D1 Transferring KNK files to Inkscape or SCAL

- Even if your KNK Studio will no longer cut or allow you to save files, you have the following option for getting your current .KNK files into Inkscape or SCAL:

  ◊ For Inkscape OR SCAL, you'll need to install Inkscape, a <u>free</u> program available from <u>https://inkscape.org/en/.</u>

  ◊ Using your current installation of KNK Studio (not trial mode), copy and paste selected shapes from KNK Studio into Inkscape. If you need to get out of trial mode, go to this link: <u>Temporary Files for Copy Paste</u>

  ◊ Note that your vector images will retain assigned fill colors.

  ◊ Also note, however, that you can only accomplish two or three transfers before KNK Studio will automatically close. But you can relaunch KNK Studio and continue the same process.

  ◊ Once you have your file's shapes in Inkscape, go to **File>Save** and name your file. Use the default SVG format.

  ◊ In SCAL, you can click on the **Import** option at the top to open the SVG file.

Section D2 Transferring KNK Files to Make The Cut

- Even if your KNK Studio will no longer cut or allow you to save files, you have the following option for getting your current .KNK files into MTC:

  ◊ Using your current installation of KNK Studio (not trial mode), copy and paste selected shapes into MTC. Use **Paste in Place** in MTC in order to retain original size. If you need to get out of trial mode, go to this link: <u>Temporary Files for Copy Paste</u>

  ◊ Note that your vector images will retain assigned fill colors from KNK Studio, however stroke colors will not copy over since MTC doesn't have a stroke option.

  ◊ Also note, however, that you can only accomplish two or three transfers before KNK Studio will automatically close. But you can relaunch KNK Studio and continue the same process.

Section D3 Choosing an Export Format from KNK Studio or Signlab 10

- If you still have a working version of KNK Studio, you should export your important/valued files in a format that will then import into other vector programs.

- While KNK Studio can export in the ever-popular SVG format, the export filter from SVG often causes issues with both the size of the imported version as well as the orientation of the file. For that reason, it is recommended that another format be chosen. PDF. It seems to work best with other programs, such as Sure Cuts A Lot, Inkscape, and Make The Cut. Before choosing an alternate format, make sure those files will import into the application of your choice.

If you have any questions or need additional help, please email me at smccauley45@cox.net.