Troubleshooting Guide

January 26, 2023

Installing, Registering, Updating, Setting Up

I lost my registration number. How do I retrieve it?

- Go to this link, enter your name and email address and all SCAL registrations you own will be sent to that email: https://craftedge.com/support/lostserial.php

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*I've read that SCAL is regularly updated but when I click on **Help>Check for Updates**, it always says "You're up to date."*

- That feature never seems to work in SCAL. Instead, check this link to download the latest version.

  http://www.craftedge.com/download/download.html

- Also note that it probably doesn't show the latest version at the web site. For example, the web site might indicate that 6.022 is the latest version but when the download is actually made, the version could very well be several updates later.

I noticed that some of the settings I see in the screenshots in this manual are not in my version.

- As long as you are staying up to date with SCAL releases, then these are most likely settings only available in the Pro version of SCAL6.

Performance Issues

SCAL is crashing a lot on my computer.

- Compare your computer's specs with those recommended by Craft Edge:

  System Requirements

  Pentium processor-based PC or compatible computer (Windows)
  Windows XP SP3/Vista/7/8/10/11 (Windows)
  Intel or Apple Silicon based Macintosh (Mac)
  Macintosh OSX 10.11 - 13.x (Mac) *(If you are running OSX 10.6-10.10, you can use version 4)*
  512 MB of RAM or more
  At least 50 MB of available hard disk space
  USB Port 1.1 or 2.x

- Make sure the operation you're attempting is being correctly performed. For example, some functions can only be applied to vector images. Check the *Table of Contents* or use **Ctrl+F** to search and locate the function for details.
- Start from a fresh reboot of your computer and minimize the number of other programs opened.
- On a PC, try running the program in Windows 8 compatibility mode and running as Administrator. Both of these can be set by right clicking on the SCAL6 icon, selecting **Properties** and the **Compatibility** tab.

SCAL is lagging a lot on my computer.

- Start from a fresh reboot of your computer and minimize the number of other programs opened.

- Some functions have algorithms that take more time to process than others. Two such examples are rhinestone fills and nesting. You must give them time so it's usually best to go answer some emails, make a cup of your favorite beverage, or start some laundry. 😊
- Having a lot of raster images on one page can cause considerable slowness. Start by checking the size of the raster image or SVG you're importing. Avoid importing an image that's been designed to print at a poster size and then resized and duplicated for stickers. Instead, after initially importing the image, decrease the size to what you'll need and export the image, selecting a suitable DPI. Then reimport.

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*Sometimes I import (or use **Place Image**) and the image isn't visible.*

- On the **Document Panel**, make sure you do NOT have **Show Outlines Only** enabled, nor **Workspace Alpha** set to 0.
- Start from a fresh reboot of your computer and minimize the number of other programs opened.

Importing, Exporting, Opening, Saving Files

I created and saved a file but I can't get it to reopen. It says that it's invalid or corrupt.

- This can happen if you close SCAL before the file has finished saving. Unfortunately, there's no fix.

I saved a file as SVG but when I tried to reopen the file, it's not showing up in the folder where it was saved.

- **File>Open** (or the **Open** icon at the top) is used for SCUTx files, not SVG files. Try one of the Import methods instead (*Section 2.06.1*).

My imported raster image is blurry compared to how it appears in other programs.

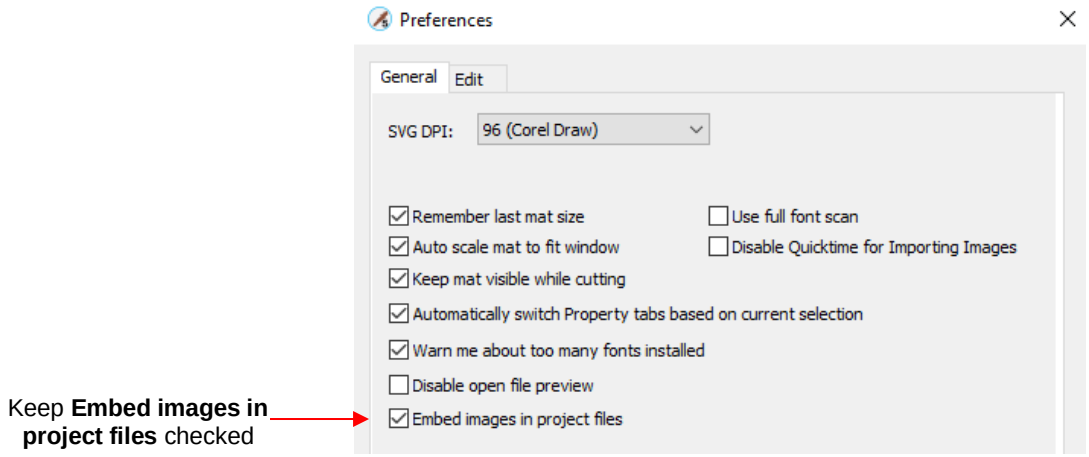
- To preserve resources, SCAL creates a copy of your imported image to display on the screen. The image which will actually print (if you're doing a print+cut project, for example) will be the original clear one.
- If you have substantially increased the size of the image after importing or you have zoomed it on your image, it is going to appear blurrier.

I can't find the cutting files I bought or saved from other programs.

- You need to identify what file formats appear to be missing. Use Explorer (or Finder on a Mac) to first locate the "missing" files. If you use a PC and your file extensions are not displayed, please watch this video: https://vimeo.com/361410694
- If the files are still zipped, you need to Extract them first so that SCAL will then show the file formats it can import (PNG, SVG, EPS, etc. under File>Import) or open (SCUTx).

Every time I open a SCUT file where I've previously imported a JPG (or PNG, BMP) image, the image isn't there. How do I fix it so that it will save the image?

- Go to **Edit>Preferences** and make sure the **Embed images** option is marked:



Library

*My Library is missing. I click on the **Library** icon and also Ctrl+1 and nothing happens*.

- To restore it, go to **Window>Workspace>Basic**.

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*I dragged the middle vertical bar on the **Library** and now the screen messed up and I can't see the two columns.*

- Close SCAL and reopen.

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*The **Shapes** tab in the **Library** doesn't show any shapes. Do I need to install them separately? I'm on a Mac.*

- This occurs when the user has dragged the Sure Cuts A Lot program to the desktop. It needs to remain in the **Sure Cuts A Lot 6** subfolder inside **Applications**.

SCAL is suddenly not opening. I get an error message about a problem with the Library.

- This can happen when there's a new file in the **Library** that is invalid for some reason.
  - ◊ On your computer, go to **Documents>Craft Edge**.
  - ◊ There are two personal folders there that are accessed by the **Library**: **My Projects** and **My Designs**.
  - ◊ Copy and paste those two folders to a new location outside of the **Craft Edge** folder.
  - ◊ Delete all files in those two folders that are still in the **Craft Edge** folder.
  - ◊ Verify that you can now open SCAL successfully. If not, start a support ticket at CraftEdge.com. Otherwise, you can now begin copying/pasting back the older files based on their **Modified Date** since it's most likely a newer file in one of those two folders that caused the issue.

Fonts and Text

I installed some fonts inside of SCAL but they are no longer there!

- SCAL allows you to open a font for temporary use but once you close SCAL, it is uninstalled. That's why you also need to convert any text that was created with that font before saving your file. Refer back to *Section 4.02.3* for more details.

How do I find out what font I used in a past file?

- Unless the text is still in its original "freshly-typed" format, you may not be able to find out. If the font is still in text format, go to **Window>Project Info** and click on the **Fonts** tab. If the information you need isn't there, then the text must have undergone a destructive operation such as **Path>Union**, **Object>Break Apart, Object>Merge**, etc.
- Several ways to avoid this happening include 1. Write down the names of the fonts you use in the **Project Info** screen, 2. Always leave "freshly-typed" text on its own page as a back-up and then copy/paste to a different page to customize 3. Rename the text layers in your final file with the names of the fonts used.

I welded some text and the insides of the letters disappeared.

- The only way for that to happen is if **Object>Break Apart** has been applied to the text. Thus, you need to either retype the text (most likely the better option) or individually select the inner path(s) and outer paths on each letter and apply **Object>Merge**. Then the inner paths are properly reattached and you can weld the text using **Path Union** or the **Weld** option on the **Style Panel**.

Other Designing and Editing Functions

I've imported a PNG file and I'm trying to edit the Cut layer. The Print layer keeps disappearing.

- It's recommended that you either make a copy of your import so that you can hide/protect the original or you apply **Ungroup** so that you can then work with the *Cut* layer only.

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*I'm trying to use the **Pattern Fill** feature to fill some shapes with a digital scrapbooking paper file. The pattern doesn't look right.*

- Most digital scrapbooking papers are designed for 12" x 12" printing. Thus, in the **Pattern Fill** window, set the **Width** and **Height** equal to 12 inches.

I'm trying to use the Path functions and they are greyed out.

- For some of the **Path** functions, only two shapes can be selected (refer to *Section 7.04* for details on each one). To include more, then select those that you want to be treated as a single shape and apply **Object>Group** before applying the **Path** function.

I'm trying to use the Path functions and my image turns gray.

- The **Path** functions can only be used on vector shapes. Perhaps what you're attempting to do is the objective of **Clip Path** (i.e., cut a vector shape out of an imported raster, like a JPG, PNG, or BMP). Refer to *Section 7.05*.1.

Output (Cutting, Printing, Print+Cut)

I am getting large parallel lines sliced through all of my cuts.

- Your Sure Cuts a Lot software is still in trial mode. You need to register your copy of SCAL6. Refer to *Section 1.01.2.*

My shapes are drawing (cutting) off the material. What am I doing wrong?

- When setting the origin, make sure you are using the tip of the blade as the reference point or, in some cases, the laser light on your cutter.
- Check whether your **Cutting Mat** is in **Portrait** or **Landscape** mode. This will change whether your image appears the same way you see it on the screen or rotated 90 degrees relative to the screen.
- Check which **Cut Mode** is set in the **Cut Settings** window.
- Details on these various settings are covered in *Section 8.07*.

I'm drawing with a pen and there are bubbles at the corners.

- For perfect corners when using a pen, turn off **Blade Offset** (set to 0) since you do not need an offset for pens (or other tools like embossers and engravers).

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*I set the **Cut Line Type** to **Draw (Pen)** but my shapes are not being drawn. Nothing is happening.*

- In the **Cut Settings** window, you need to change the **Holder** setting to **Pen**.

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*I'm doing a **Print+Cut** project and none of the registration marks are printing (or sometimes just 2).*

- It's recommended that you have **Show Print Margins** and **Show Registration Marks** enabled on the **Document Panel** so that you can first verify you see both on the main screen. Having those two options turned on does not affect the printing but can very useful when troubleshooting.
- Go to **File>Print Setup** (or **File>Page Setup** on a Mac) and verify you have the correct printout size selected.
- Go to **Cutter>Cutter Settings** and check the **Reg Mark** settings.
    - ◊ For example, if you have the **Registration Marks** based on the **Design**, then you also need to make sure you have at least one layer assigned, on the **Style Panel**, to be executed by the cutter (i.e., not all layers set to **(Print+Cut) Print Only**).
    - ◊ If your **Registration Marks** are based on **Page**, then make sure the **Mat Size** (on the **Document Panel**) is the same as the printout dimensions.
    - ◊ If your **Registration Marks** are based on **Printout**, then make sure the distance set isn't smaller than what your printer requires.
- Go to the **Cut Settings** window and verify that you do not have the option for **Cut Selection Only** checked.
- Make sure you have the layer that will be cut is showing on the **Layers Panel.**

My 13" printer will print letter sized and A4 projects but not my A3 or Super B sized projects. Nothing happens.

- Make sure you have the correct output tray selected. Leaving it set to *Auto* can cause this to happen on some printers, such as with Epson printers.
- No layers are set to print. Go though individual layers (not just grouped layers) to make sure they are appropriately assigned on the **Style Panel**. Only layers set to **Cut** or to **(Print+Cut) Cut Only** will print.
- Make sure you clear your printer's queue.

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*During a **Print+Cut** process, the optic eye (or camera) is not finding the second (or third) registration mark. It is stopping too soon (or traveling too far).*

- Make sure you're using the latest driver for your particular printer.
- On a PC go to **File>Print** and make sure the driver shown matches the driver for your printer. If it's using a Microsoft driver, then you need to download and install your printer's latest driver.
- Make sure you don't have **Borderless Printing** or **Scale to Fit** (or other scaling option selected that's not 100%). These kinds of settings can alter the spacing between the registration marks when printed. If you must activate **Borderless Printing**, please refer to this document: Solving Borderless Printing Issues

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