

## **Trouble Shooting Encrypted Patterns in Creative Studio vs 7.1**

- 1. Please make sure you have properly EXTRACTED your patterns from your order zip file.**
- 2. Please make sure your Statler Controller and/or Red Key has not changed.**
- 3. Refer to the “Importing Encrypted Patterns into CS 7 document.**

### **Work Around for a CS 7.1 Software Bug:**

**Click on Service.**

**Click on Technical Support**

**Click on Controller Definitions**

**In the Stand Alone Mode (SAM) Controller Number Box, replace whatever is in that box (might be blank or might be zeros) with the number to which your patterns are encrypted (that number shows at the end of your pattern name). Click File, Save. You will be prompted to reboot Creative Studio.**

**At this point, your patterns should display as light yellow (stitchable) instead of gold (not stitchable).**

**If you are using Creative Studio 7.1 on another computer in Stand Alone Mode, you need to go through this software bug work around process on that system, too.**