Wilcom EmbroideryStudio e4.2 Update 2

Release Notes

06 November 2019

This file contains notes on the Wilcom EmbroideryStudio e4.2 Update 2 release. This update is intended for installation with any released version (already installed) of Wilcom EmbroideryStudio e4.2. It contains all improvements up to this release plus any previous updates.

Note: Administrative privileges are required to install the software update. If you are installing to a corporate network, an administrator password may be required during update installation.

Contents

Improvements in ES e4.2 Update 2

EmbroideryStudio e4.2 now provides 64-bit operating system support. It has enhanced features, plus new design inclusions. The ES e4.2 Update 2 is a minor update to this release. See below for details…

Stitch quality improvements

The ES e4.2 Update 2 software update includes the following stitch quality improvements…

Tatami lettering stitch issues

Problems have been reported with tatami stitch in lettering objects. These may occur when digitizing letters with satin stitch and then changing to tatami fill. Lettering can take on an unwanted wavy appearance. The problem affects both TTF and native embroidery fonts. The issue has been resolved with Update 2.
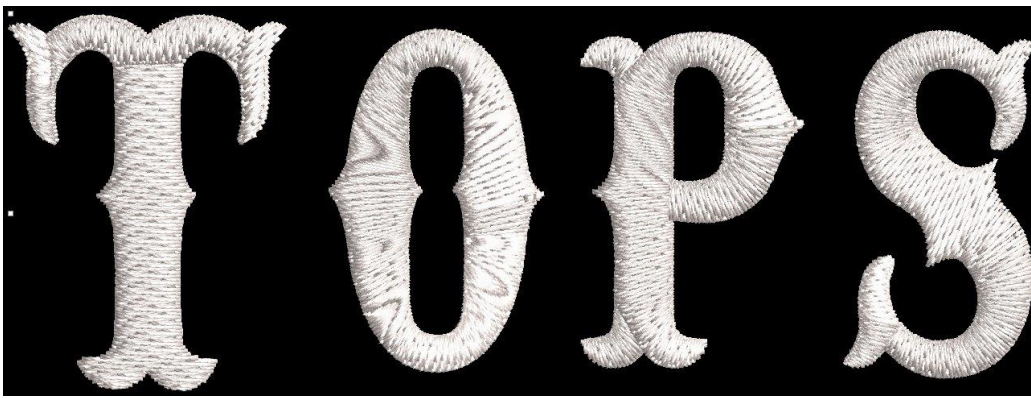
Count in appliqué tack settings

Problems have been reported when adjusting appliqué properties. Specifically, changing the count in the tack settings for Zigzag or Edge Zigzag appears to have no effect. The issue has been resolved with Update 2.
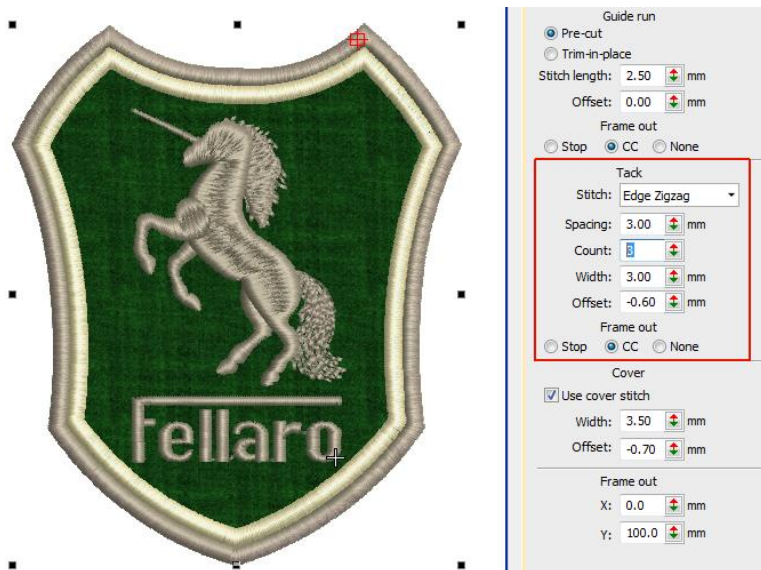
Zigzag stitches with split lap corners in Column C objects

Problems have been reported with lost zigzag stitches when applying lap corners with split overlaps in some designs. This may affect Column C objects offset from the center – e.g. 30% side 1, 70% side 2. The issue has been resolved with Update 2.
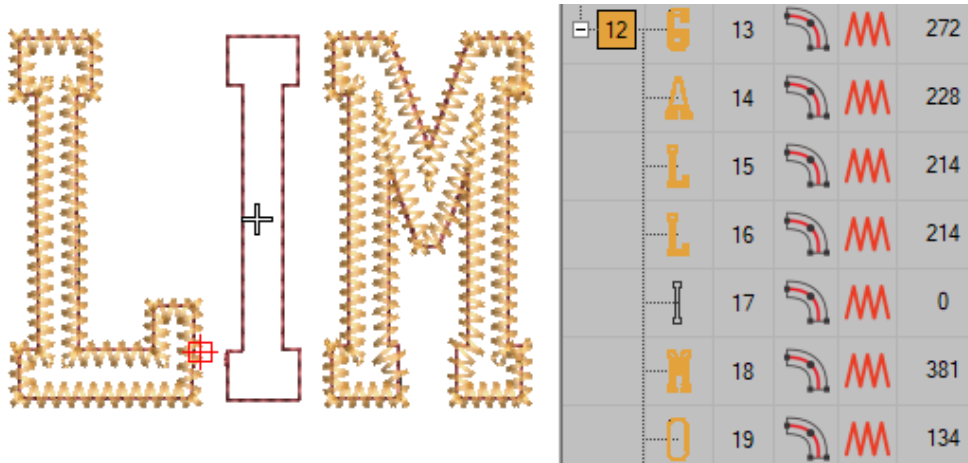
Un-generated stitching in branched objects

Problems have been reported when attempting to branch complex fill objects with an offset fill type, and run objects. Stitches are un-generated for both objects and the software becomes unstable. The issue has been resolved with Update 2.

Problems in offset generation

Problems have been reported in the generation of offsets with certain object types. For instance, problems occur when using star objects, bling fills, and sequin runs as source objects. Offsets may fail to generate or use incorrect stitch types. The issue has been resolved with Update 2.
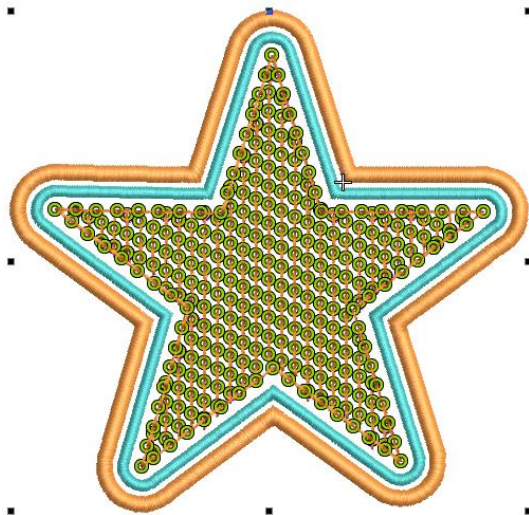
Lettering quality improvements

The ES e4.2 Update 2 software update includes the following lettering quality improvements…

Poor stitching in small lettering

Problems have been reported with stitching quality of narrow columns in small lettering objects. Specifically, poor stitching can sometimes occur at the end of lettering objects where the column is narrow and the lettering small at 6-8mm in height. When lettering is enlarged, the problem disappears. The issue has been resolved with Update 2.

Unwanted removal of some lettering objects

Problems have been reported when changing properties of certain rotated, enveloped, lettering objects. Changing fonts or stitch types can cause such objects to be removed. The issue has been resolved with Update 2.
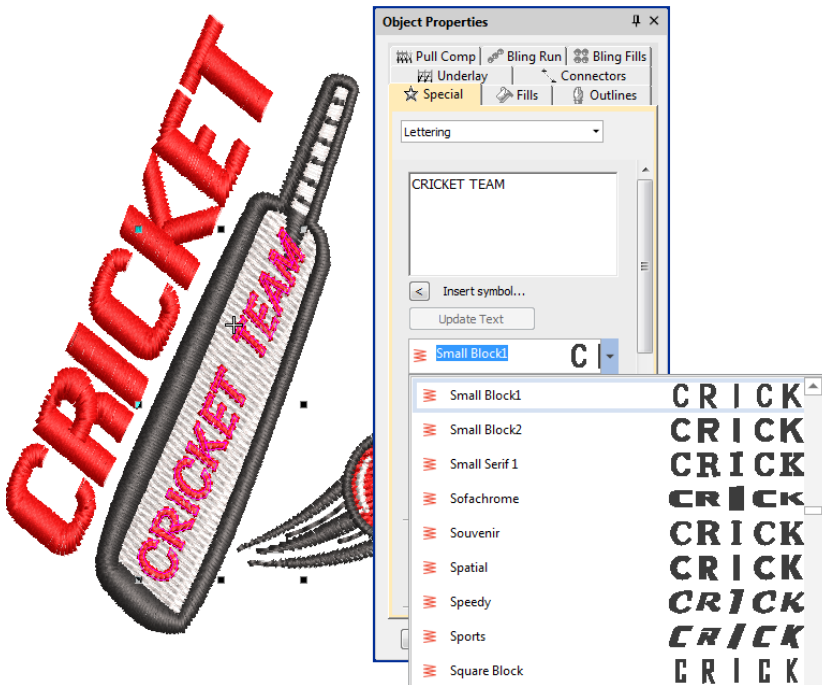
Design integrity error with branched fonts

Problems have been reported when saving branched embroidery objects as letters in custom fonts. When branched designs are converted to 'As Digitized' letters, subsequent attempts to use them triggers a design integrity alert. The issue has been resolved with Update 2.
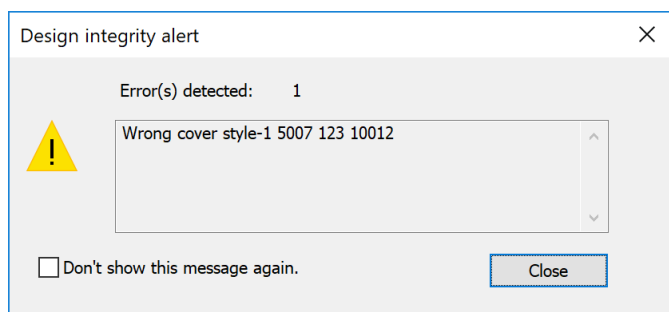
File handling improvements

The ES e4.2 Update 2 software update includes the following file handling improvements…

System failure when opening some EMB files

Crashes have been reported when opening some older EMB files. This appears to have introduced by some optimizations in the decoding process. The issue has been resolved with Update 2.

Opening EMB files containing referenced graphics

Problems have been reported when opening older EMB files which contain linked (rather than embedded) graphics. Failure to locate a linked graphic can cause the system to fail. The issue has been resolved with Update 2.
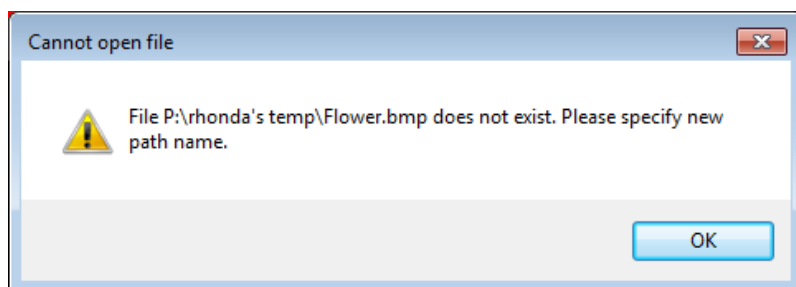
Machine manager crashes when loading DST files

Problems have been reported with Machine Manager crashes when attempting to load DST files. The issue has been resolved with Update 2.

System improvements

The ES e4.2 Update 2 software update includes the following system improvements…

DesignWorkflow now packaged

DesignWorkflow is now available in EmbroideryStudio e4.2 Update 2.

Disappearing embroidery objects when switching from CorelDRAW Graphics

Problems have been reported with the unwanted removal of embroidery objects when switching from CorelDRAW Graphics mode. The issue has been resolved with Update 2. However, it may still affect files

written previously to the current release – e.g. EMB files written in ES e4.1 or ES e4.2. These designs need to be saved and re-opened in the latest version of the software.

Thumbnail image display in Design Library

When filtering by graphics in Design Library, thumbnail images are being inverted. Filter by graphic files and select – the thumbnail in the docker appears upside down. The issue has been resolved with Update 2.
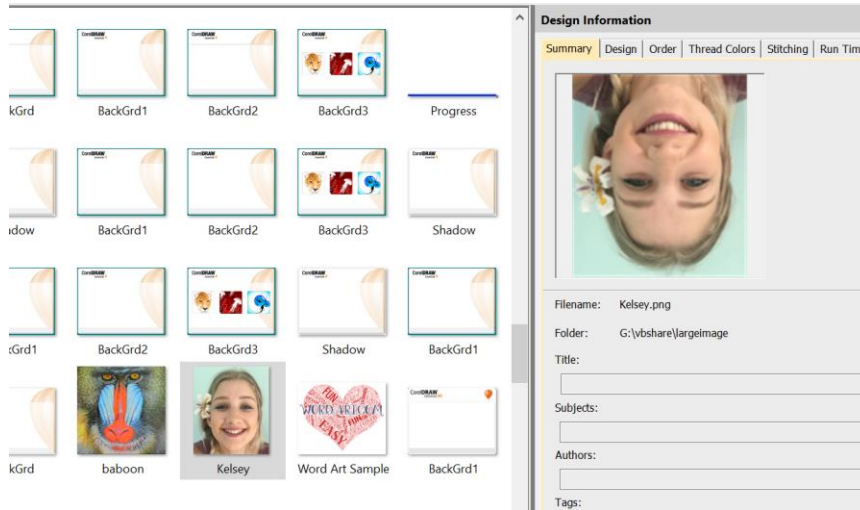
Software crashes with 'None' sequins

Problems have been reported when using the 'None' sequin assignment. For example, assigning 'None' to the first sequin in a Sequin Run, will cause the software to crash. The issue has been resolved with Update 2.
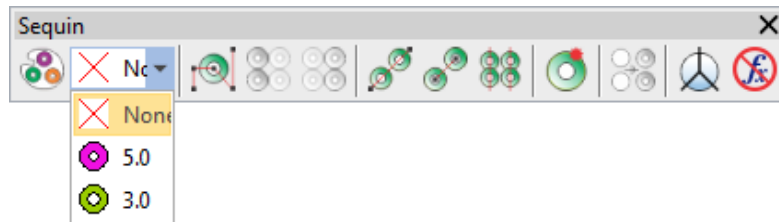
Help links for several languages

Full online documentation is only provided for a number of languages. Links to online help have been erroneously redirected to page 404 for several languages. While full language support is not currently provided for some languages, calls to the online help are now directed to the English documentation.

Improvements in ES e4.2 Update 1

EmbroideryStudio e4.2 now provides 64-bit operating system support. It has enhanced features, plus new design inclusions. The ES e4.2 Update 1 is a minor update to this release. See below for details…

File handling improvements

The ES e4.2 Update 1 software update includes the following file handling improvements…

ZSK 1 machine file color issue

Problems have been reported when exporting designs to ZSK 1 machine file format. When edited in e4.2, design colors are sometimes switched. The issue has been resolved with Update 1

Recognition of empty jumps and empty stitches in DST files

Problems have been reported with incorrect recognition of certain combinations of empty jumps and empty stitches in DST files causing design integrity errors. The issue has been resolved with Update 1

Recognition of Auto Connectors and Objects/Outlines when exporting DST

Problems have been reported when opening DST files with Auto Connectors and Objects/Outlines options enabled. The software may hang or crash when re-exporting files to DST or EMB formats. The issue has been resolved with Update 1
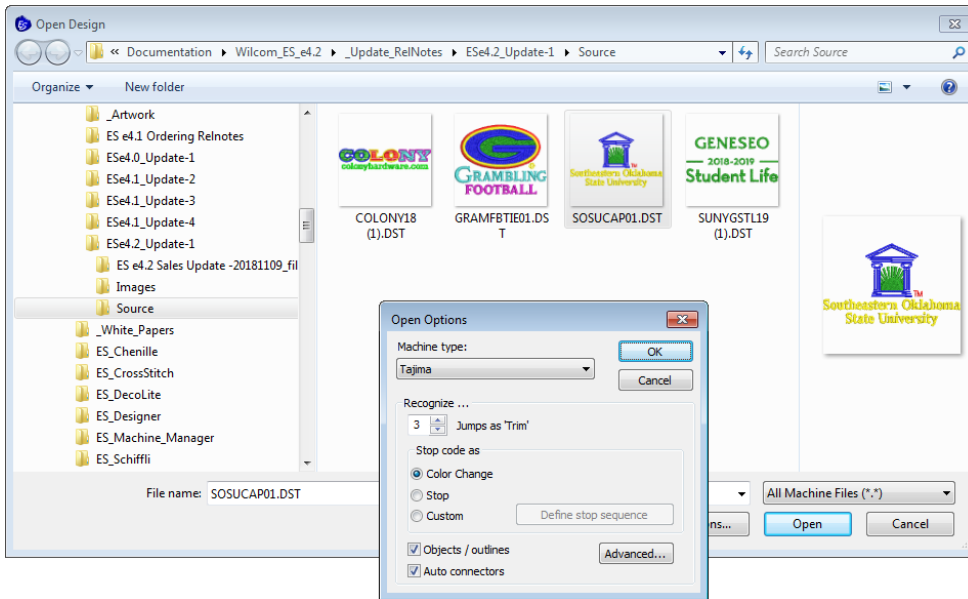
Lettering improvements

The ES e4.2 Update 1 software update includes the following lettering improvements…

Adding lettering to older designs

Problems have been reported when adding text to some older designs. Text fails to be added. In some cases, new or duplicated objects are removed when 'Create Text' button is invoked using an old template. The issue has been resolved with Update 1

Normal and recent font list display

Problems have occurred in the font list of both Object Properties and Monogramming dockers. The opened font list fails to display normal font list and recent font list at the same time. The issue has been resolved with Update 1

Thread color improvements

The ES e4.2 Update 1 software update includes the following thread color improvements…

Single-click and double-click changes in Threads and Colorway Editor dockers

Problems have been experienced with the behavior of the changed thread selection mechanism in both the Threads and Colorway Editor dockers. The consensus has been to return to previous behavior. With the release of Update 1, thread color selection has reverted as follows…

- Single-clicking a thread in the Threads docker or Colorway Editor docker simply selects the color.
- Double-clicking a thread in either docker assigns it to the currently selected color in the Color toolbar and updates the Colorway Editor docker accordingly.
- Typing a code and pressing <Enter> in either docker has the same effect.

- The Assign Thread button has returned to Threads pane and Threads docker toolbar.
- The Add Color (+) button on the Color toolbar once again the sole mechanism for adding a color slot to the palette.

Note: The new mechanism for locating color blocks in the design window remains. Namely, click and hold a color slot in the Color toolbar to isolate the associated objects…

Miscellaneous improvements

The ES e4.2 Update 1 software update includes the following miscellaneous improvements…

French text in the German installation

Some French text appears in the German installation of EmbroideryStudio e4.2. The issue has been resolved with Update 1

Open Design button in Machine Manager

Problems have been reported with the 'Open Design' button in Machine Manager. After opening Machine Manager and adding a machine, pressing the Open Design icon or using File > Open... has no effect. The issue has been resolved with Update 1

Unexpected disabling of toolbars & menus

Problems have been reported with unexpected disabling of toolbars and menus when switching between operating modes. If switching from Design Library to Home Screen followed by Wilcom Workspace, toolbars and menus become temporarily disabled. The issue has been resolved with Update 1

Known issues and workarounds

Since the release of ES e4, some issues have been reported with Design Library. The following workarounds are suggested…

Design Library measurement units

Design Library displays measurement units according to your PC's regional measurement settings. However, when you change measurement units, these may not necessarily update immediately in Design Library wherever it uses indexed data. To fix this in Windows…

1. Apply regional settings to the System Account…

- Go to **Start > Region**.
- Select **Administrative** settings.
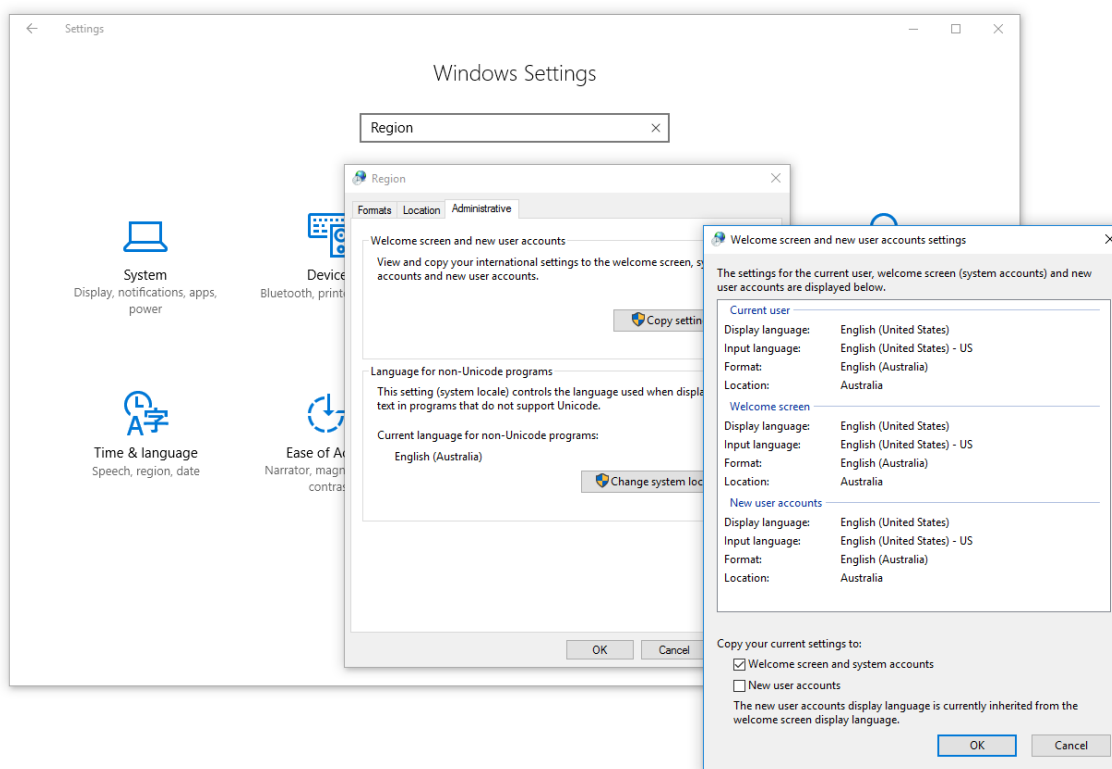
- Click **Copy settings**.
- Tick 'Welcome screen and system accounts'.
- Click **OK**. This will apply your regional settings to the System Account so any new designs should show in correct units.

2. For existing designs, rebuild the index as follows…

- Go to **Start > Indexing Options**.
- Click **Advanced**.
- Under 'Troubleshooting', click **Rebuild**. All your measurement units should now be consistent.
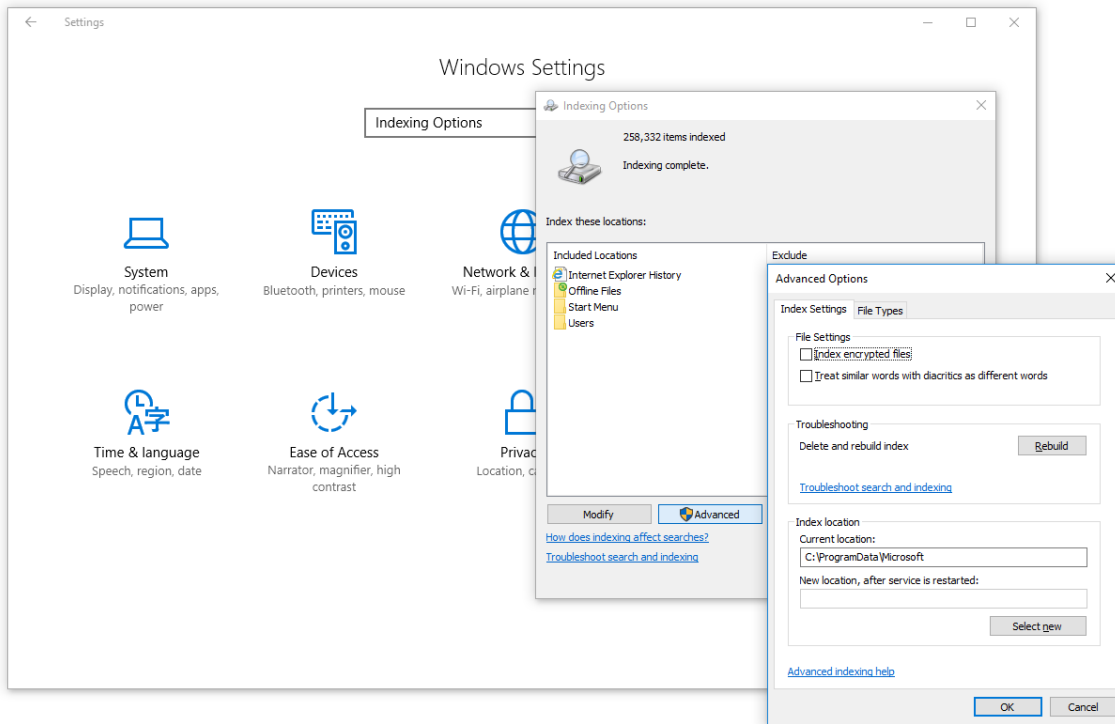
Missing design data in Design Library

Certain design data – title, width, height, colors, stitches – is not shown correctly in Design Library on some PCs. This problem may occur on machines that do not meet minimum requirements. Re-indexing usually helps though, so could also be suggested as another workaround. The problem may also occur when software is run on virtual machines with sub-spec settings. See System Requirements below.
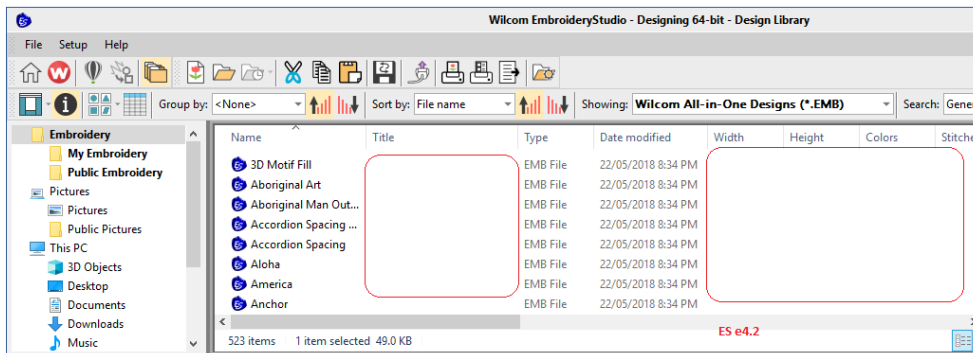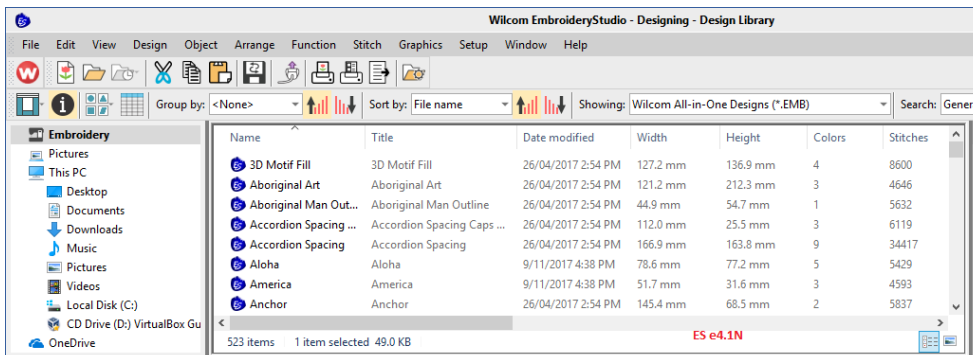
System requirements

Before you install, or if you experience operating problems, make sure that your computer meets the system requirements.

PC specifications

Check CPU/RAM as well as hard disk space. The table below provides minimum system requirements.

Component		Minimum	Recommended
CPU		Intel® Core i3 or AMD Athlon™ FX-60	Latest Intel Core i7 processor (3.2 GHz +)
Operating system	‡	Microsoft Windows 10, Windows 8.1 or Windows 7 64-bit all with latest Updates and Service Pack	Microsoft Windows 10 64-bit Edition all with latest Updates and Service Pack
Browser		IE 11.0 or later	Microsoft Edge or later
Memory		8 GB	16 GB or more
Hard disk size		80 GB	256 GB or more (Solid State Drive)
Free disk space	†	40 GB	60 GB or more
Graphics card		Support for Highest Color (32bit) and resolution (1600 x 900)	Support for Highest Color (32bit) and resolution (1920 x 1080 or higher)
			2 GB or more of graphics memory (non-integrated)
Monitor	¥	1600 x 900 screen resolution	Dual monitors capable of displaying 1920 x 1080 screen resolution
Mouse		USB mouse	USB mouse
USB port		Required for software installation and security device.	
Sound card		Required for online video help.	
Internet connection		Required for product activation and registration. Internet connection may also be required during installation in order to download Windows features.	

Supported operating systems ‡

Since EmbroideryStudio no longer supports Windows® 32-bit operating systems, we recommend updating to Windows® 10 (64-bit edition) with latest updates installed. You will, however, need to uninstall any earlier versions of CorelDRAW® Graphics Suite. For latest operating system information, visit the Wilcom Support Center at www.wilcom.com.au/support.

Free hard disk space †

EmbroideryStudio occupies up to 5GB of hard disk space, depending on options installed. CorelDRAW® Graphics Suite also takes up an additional 3GB. However, you need additional free space for your applications to run smoothly.

Screen resolution ¥

Some controls may be hidden on the user interface if you run your monitor at low resolutions. The physical size of your monitor will have a bearing on the optimum screen resolution. Larger fonts will exacerbate the problem. If you experience visibility issues, try adjusting both screen resolution and font size. For example, a resolution of 1600 x 900 with a font size of 100% or 125% should be acceptable.

Power plan

For best performance make sure your PC is set to high performance power plan…
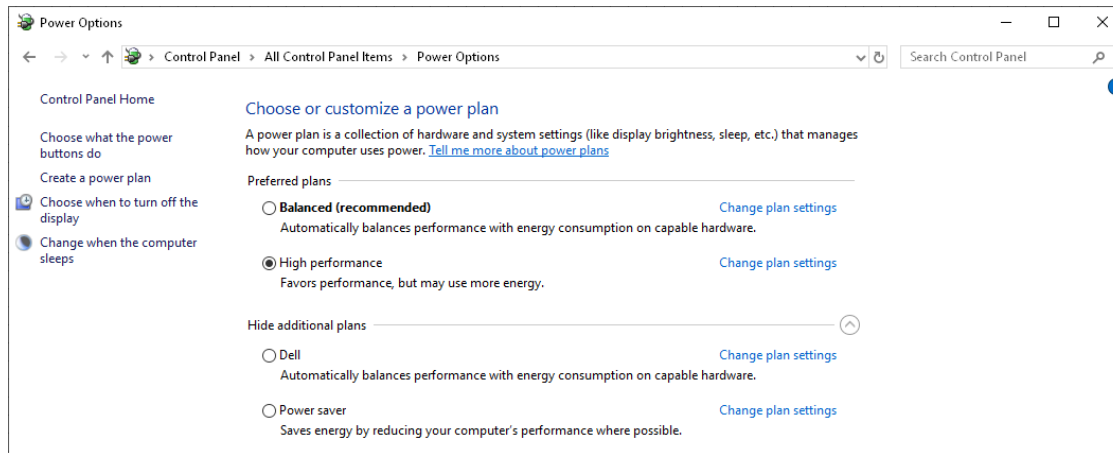
Assistance

If you encounter a problem with the EmbroideryStudio e4 software update, refer to the following sources for help:

- Wilcom EmbroideryStudio e4 online help – select **Help > Product Help**
- Wilcom EmbroideryStudio e4 user documentation – select **Help > Reference Manual**.
- Windows help – select Start > Help and Support
- Windows manual – documentation supplied with your hardware.

Note: Before seeking help, check that your PC meets the above system requirements.

Contact

If you have any questions, please contact your local Wilcom dealer or distributor in your country. For technical support please visit http://help.wilcom.com.

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