Troubleshooting for the CM4 Windows Edition

Symptom	Cause	Solution
The registration mark function does not start up from the launcher of CorelDRAW.	When the 32bits Apps of CorelDRAW X3/X4 and the 64 bits Apps of CorelDRAW were installed to the 64bits WINDOWS, the registration mark function does not start up.	Solution 1 (If the CorelDRAW X3/X4 are not used) (1) Uninstall the All CorelDRAW and CM4. (2) Reinstall the 64 bits Apps of CorelDRAW (X6/X7/X8/2017/2018). (3) Reinstall the CM4. Solution 2 (If the CorelDRAW X3/X4 are used) (1) Uninstall the All CorelDRAW and the CM4. (2) Reinstall the CorelDRAW X3/X4. (3) Install the 32bit edition of ColrelDRAW (X6/X7/X8/2017/2018). (4) Reinstall the CM4.
The cutting condition can not set from the CM4.	The Condition Priority is setting to Manual on the plotter.	Set the Condition Priority to Program from the control panel of plotter. FC8600/CE6000: MENU-> 1 TOOL -> Page 2/3 -> 3 CONDITION PRIORITY -> 2 PROGRAM FCX2000/FCX4000: MENU-> 1 TOOL -> Page 2/4 -> 3 CONDITION PRIORITY -> 2 PROGRAM

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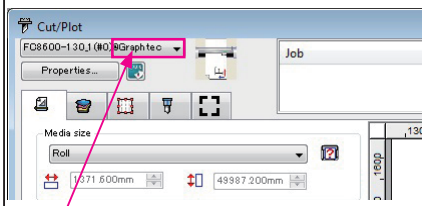
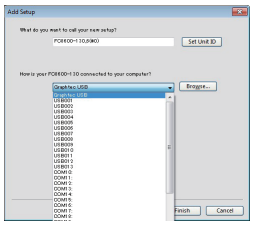
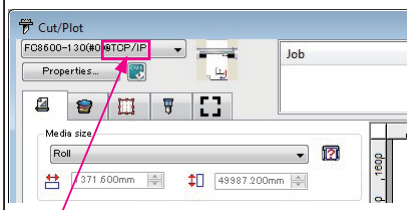
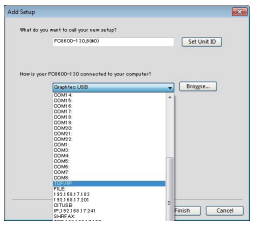
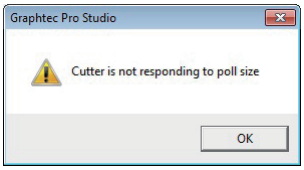
The Pole Size button does not work.	When the plotter is setup to the CM4 menu for the USB connection the correct USB port was not selected.  The “@Graphtec USB” or “@USB_ Printer X” must display here when the plotter is connecting via the USB port.	When the plotter is adding, select the Graphtec USB or the USB_ Printer X for the USB port.  Do not select the USBxxx port. These ports are output data only. Do not select the USB device which was made by the Windows Driver also.
	When the plotter is setup to the CM4 menu for the LAN connection the correct LAN port was not selected.  The “@TCP/IP” must display here when the plotter is connecting via the LAN port.	When the plotter is adding, select the TCP/IP for the LAN connection.  Do not select the LAN device which was made by the Windows Driver.
When the Pole Size button was pressed the following message is displayed.  	When the plotter is not in Ready mode this message is displayed.	Set the plotter to the Ready mode.
	When the plotter is not connecting to the PC with cable this message is displayed.	Connect the plotter to PC with cable.
	When the plotter is setup to the CM4 menu for the COM (RS-232C) connection, the correct cable did not use.	Use the Graphtec RS-232C cable.

Symptom	Cause	Solution
The Cutting Master 4 can not install to the CorelDRAW.	The CorelDRAW Graphics Suite is not installed to the PC. The CorelDRAW Graphics Suite has several editions. The CorelDRAW Home edition and CorelDRAW Student edition can not install the Cutting Master 4 which is limited for the plugin software.	Install the CorelDRAW Graphics Suite which is supporting the Plugin software (The full edition of CorelDRAW Graphics Suite.)
The “Running CorelDraw not found.” message is displayed when the Cut/Plot or Registration Marks is launched at the CorelDRAW. 	Some of OEM edition can not install the Cutting Master 4 correctly, because sometimes it is not installed to the standard location of the program file.	Reinstalled the CorelDRAW Graphics Suite, and then install the Cutting Master 4.
The Cutting Master 4 can not install to the CorelDRAW Graphics Suite 2018.	The version of Cutting Master 4 is older than V2.20.	Update the Cutting Master 4 to the latest version.
When the preset opened, the solid line was displayed even if the preset was save with the dotted line.	The version of Cutting Master 4 is older than V2.20.	Update the Cutting Master 4 to the latest version.
The XPF file of thumbnail picture was not displayed correctly for the CE LITE-50.	The version of Cutting Master 4 is older than V2.20.	Update the Cutting Master 4 to the latest version.
The cutting position was not same as the preview menu when the data is copying at the particular condition.	The version of Cutting Master 4 is older than V2.20.	Update the Cutting Master 4 to the latest version.
The weed border of page end was not cut when the weed border was checked.	The version of Cutting Master 4 is older than V2.20.	Update the Cutting Master 4 to the latest version.
The band rate (Bits per second) was not able to set to other than 9600 when the cutter was setup for COM port (RS-232C).	The version of Graphtec Pro Studio is older than V2.21.	Update the Graphtec Pro Studio to the latest version.
The band rate (Bits per second) was not able to set to other than 9600 when the cutter was setup for COM port (RS-232C).	The version of Cutting Master 4 is older than V2.20.	Update the Cutting Master 4 to the latest version.

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The job size could not change with the percent spin button when particular text was used.	The version of Cutting Master 4 is older than V2.20.	Update the Cutting Master 4 to the latest version.
More than the second page did not output when the tiling was overlapped for more than two pages.	The version of Cutting Master 4 is older than V2.20.	Update the Cutting Master 4 to the latest version.
When the particular data is output from the XPF file of USB memory it did not cut to the end of data.	The version of Cutting Master 4 is older than V2.20.	Update the Cutting Master 4 to the latest version.
The CE-lite50 does not display in the plotter list when the plotter is adding.	The version of Cutting Master 4 is older than V2.10.	Update the Cutting Master 4 to the latest version.
The registration mark was not arranged to correct position when the CM3 file of registration mark was opened.	The version of Cutting Master 4 is older than V2.10.	Update the Cutting Master 4 to the latest version.
The warning message was displayed behind of the Cut/Plot menu at the 32 bit WINDOWS OS. Therefore the Cut/Plot diagram could not close.	The version of Cutting Master 4 is older than V2.10.	Update the Cutting Master 4 to the latest version.
The horizontal data was cut vertically when a particular data was cut with copy function of general tab.	The version of Cutting Master 4 is older than V2.10.	Update the Cutting Master 4 to the latest version.
The CM4 was locked when the data was sent to the incorrect USB port.	The version of Cutting Master 4 is older than V2.10.	Update the Cutting Master 4 to the latest version.
The FCX4000 does not display in the plotter list when the plotter is adding.	The version of Cutting Master 4 is older than V1.80.	Update the Cutting Master 4 to the latest version.
The first custom line of cutting condition was used when the multiple custom line names are specified by the numbering names.	The version of Cutting Master 4 is older than V1.70.	Update the Cutting Master 4 to the latest version.
The check box of Cutting between dashed lines becomes OFF when the Cut/Plot menu was reopened.	The version of Cutting Master 4 is older than V1.70.	Update the Cutting Master 4 to the latest version.

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The name of custom line was not corresponding to the two bytes characters. The error message was displayed when Japanese character is used for the custom line name.	The version of Cutting Master 4 is older than V1.70.	Update the Cutting Master 4 to the latest version.
The registration mark was not detected correctly when the spacing for the matrix copy was set to “0”.	The version of Cutting Master 4 is older than V1.70.	Update the Cutting Master 4 to the latest version.
The Cutting Master 4 could not connect to the Sai Cloud Connect when the Cutting Master is installing, because the error message of the firewall did not describe, when the PC was blocked by the firewall.	The version of Cutting Master 4 is older than V1.70.	Update the Cutting Master 4 to the latest version.
The horizontal and Vertical weed lines settings were reset when the Cut/Plot menu was reopened.	The version of Cutting Master 4 is older than V1.70.	Update the Cutting Master 4 to the latest version.
When the “Align document origin with Registration Marks” is checked, The registration mark made to incorrect position in the CorelDRAW after origin was move to “0, 0”.	The version of Cutting Master 4 is older than V1.70.	Update the Cutting Master 4 to the latest version.
The Force and the Quality for all conditions were changed when the cutting condition of the Force and the Quality were changed.	The version of Cutting Master 4 is older than V1.70.	Update the Cutting Master 4 to the latest version.
The minus area from registration mark of cutting object did not cut when the registration marks are made with specified margin of media size.	The version of Cutting Master 4 is older than V1.60.	Update the Cutting Master 4 to the latest version.
The panel margin for the Weed Line of Cut/Plot could not adjust when the registration mark are used.	The version of Cutting Master 4 is older than V1.60.	Update the Cutting Master 4 to the latest version.

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The previous margins of registration marks were changed when the registration mark menu was launched, the registration marks were made with specified margin of media size.	The version of Cutting Master 4 is older than V1.60.	Update the Cutting Master 4 to the latest version.
The cutting order did not change in the layer menu when the registration mark was made.	The version of Cutting Master 4 is older than V1.60.	Update the Cutting Master 4 to the latest version.
The cutting object for out side of the registration marks did not cut when the registration marks were made from the media size at CorelDRAW.	The version of Cutting Master 4 is older than V1.60.	Update the Cutting Master 4 to the latest version.
The Cutting Master 4 can not install to the CorelDRAW Graphics Suite 2017.	The version of Cutting Master 4 is older than V1.50.	Update the Cutting Master 4 to the latest version.
At the CorelDRAW, the bar code position was shifted when the “Align document origin with registration Makes” was checked in the Registration Marks setting menu.	The version of Cutting Master 4 is older than V1.50.	Update the Cutting Master 4 to the latest version.
The specified cutting condition for layer was not affected if the Layering Tab was not opened at the Cut/Plot menu.	The version of Cutting Master 4 is older than V1.50.	Update the Cutting Master 4 to the latest version.
The cutting position was shifted when the cutting object is outside of registration mark.	The version of Cutting Master 4 is older than V1.41.	Update the Cutting Master 4 to the latest version.
The preset condition was not displayed when the FC4500 series are connected to the Cutting Master 4.	The version of Cutting Master 4 is older than V1.41.	Update the Cutting Master 4 to the latest version.
Particular divided line could not cut when the Tile divided function was used.	The version of Cutting Master 4 is older than V1.40.	Update the Cutting Master 4 to the latest version.
Tab of Cutting conditions were reset when the Registration mark tab or the Advanced tab was displayed.	The version of Cutting Master 4 is older than V1.40.	Update the Cutting Master 4 to the latest version.
It could not rename or delete preset in the Layering tab.	The version of Cutting Master 4 is older than V1.40.	Update the Cutting Master 4 to the latest version.

Symptom	Cause	Solution
The “Lower Right” message was displayed when the job was sent to the flat bed type of plotter, should display the “Lower Left”.	The version of Cutting Master 4 is older than V1.40.	Update the Cutting Master 4 to the latest version.
The CE6000 Plus does not display in the plotter list when the plotter is adding.	The version of Cutting Master 4 is older than V1.32.	Update the Cutting Master 4 to the latest version.
The Illustrator shut down when the Optimize cutting order was selected to the Speed Priority or the Restrict Media Movement in the Advanced tab.	The version of Cutting Master 4 is older than V1.31.	Update the Cutting Master 4 to the latest version.
The settings of Cutting conditions were reset when the Registration mark tab or the Advanced tab was displayed.	The version of Cutting Master 4 is older than V1.31.	Update the Cutting Master 4 to the latest version.
The settings of Cutting conditions were reset when the Registration mark tab or the Advanced tab was displayed.	The version of Cutting Master 4 is older than V1.31.	Update the Cutting Master 4 to the latest version.
The settings of Layering tab reset when the Reset button was pressed in other tab.	The version of Cutting Master 4 is older than V1.31.	Update the Cutting Master 4 to the latest version.
A particular data took a time to start cutting.	The version of Cutting Master 4 is older than V1.31.	Update the Cutting Master 4 to the latest version.
The tool position was returned to Origin (0.0) even if the check box of return to the scanning point was checked.	The version of Cutting Master 4 is older than V1.30.	Update the Cutting Master 4 to the latest version.
A part of particular curve was not cut.	The version of Cutting Master 4 is older than V1.30.	Update the Cutting Master 4 to the latest version.
All objects were displayed in the preview even if a part of cutting object is selected.	The version of Cutting Master 4 is older than V1.30.	Update the Cutting Master 4 to the latest version.
A straight line of particular arc was not cut, which was created with arc tool of Illustrator.	The version of Cutting Master 4 is older than V1.30.	Update the Cutting Master 4 to the latest version.
Incorrect command was sent to the plotter when the check box of “Use Trim Marks” was checked in the Registration Marks function, even if the plotter is not supporting it.	The version of Cutting Master 4 is older than V1.30.	Update the Cutting Master 4 to the latest version.
The Cutting Master 4 can not install to the Adobe Illustrator CC2017.	The version of Cutting Master 4 is older than V1.20.	Update the Cutting Master 4 to the latest version.