

## Troubleshooting Cut Lines for Roland VersaWorks

There are several causes where finding cut lines can start; design, installations or operating systems permissions. Below we will be discovering several methods on how to resolve these issues.

### Design

Roland does not offer training over the phone however has generated lots of training material over at our webinar archive. Below I have provided links on how to create files inside of either Adobe or Corel.

#### For help designs In Adobe

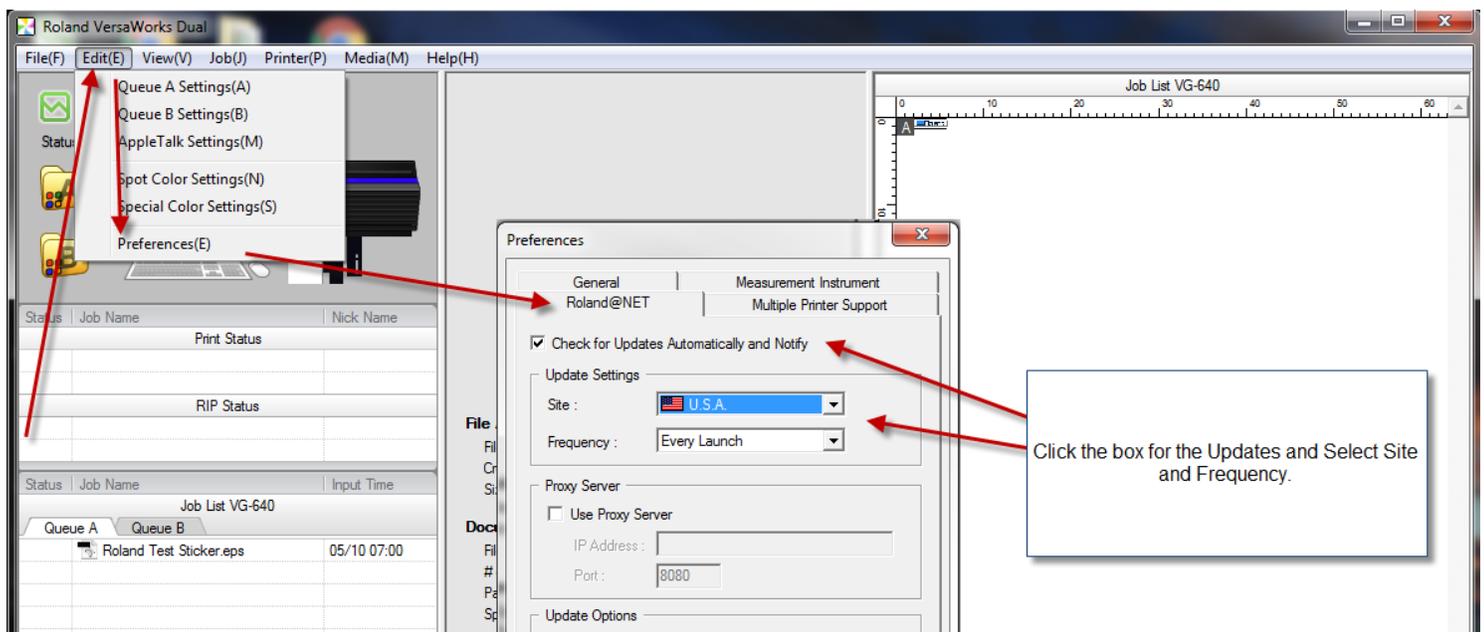
<https://www.rolanddga.com/support/roland-academy/webinar-archive?searchFilter=Adobe#menu>

#### For help in designing in Corel

<https://www.rolanddga.com/support/roland-academy/webinar-archive?searchFilter=Corel#menu>

### Software is out of date

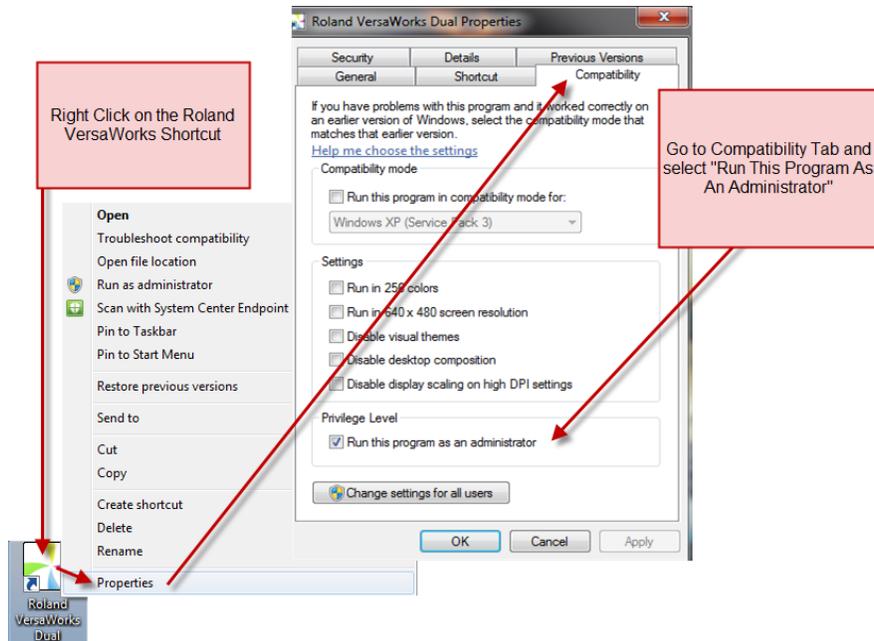
Inside of Roland VersaWorks Please go to Edit > Preferences > Roland@NET > Check the box allowing Automatic Updates. Please also Change the Frequency to “Every Launch”.



# How to Install CutStudio Plugin in Adobe CC2015

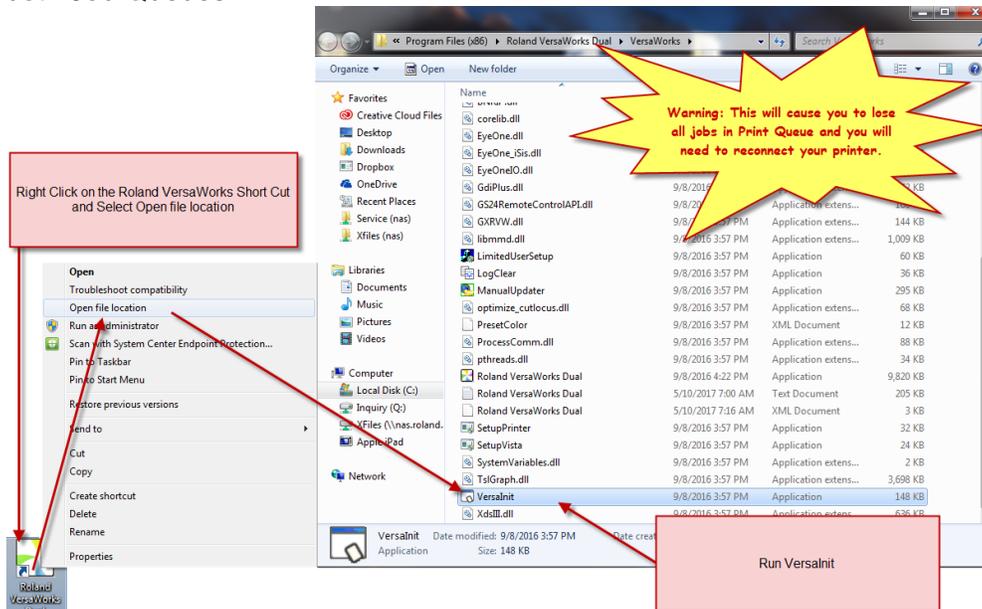
## Administration Rights Issues

On several operating systems, you need to ensure you are running Roland VersaWorks as an Administrator. You do this by right clicking on the short cut, select properties, select the Compatibility Tab and then select the check box for running the program as an administrator.



## Initialize VersaWorks

Another method is to initialize your Roland VersaWorks Application. This will cause VersaWork to act like a fresh installation. NOTE: This will require you to reconnect all devices back into VersaWorks and will you be losing all jobs in both Job Queues.



### **This will require a complete uninstall of VersaWorks and install of VersaWorks using Admin Rights**

Please Follow the procedures below.

You're logging into the computer with administration rights (if not, you will likely continue to have problems), and be sure not to run any security software on the computer (such as antivirus, malware, spyware, etc.).

After uninstalling, reboot the computer, then manually delete the "Roland VersaWorks" installation directory that's usually found in the "Program Files" directory on the C: drive (or if you're running a 64-bit version of Windows, it's found in "Program Files (x86)").

Once deleted and the recycle bin has been emptied, insert the VersaWorks disk into the computer. If the software installation automatically launches on the screen, stop and close that window that may open. Do not install using that method.

Please explore the contents of the VersaWorks disk, navigate to the "Setup" executable, right-click the file to select "Run as administrator", then continue through the software installation process.

After installing and rebooting Windows, you'll have to update your installation of VersaWorks in stages. Update your early version the latest version of VersaWorks. Please see update software above.

After the update, has been applied, simply launch VersaWorks as normal, and select the printer before clicking the "verify" button. (please see video link below) The printer should be identified, then you can click the "OK" button to finish loading VersaWorks.

The following link that walks you through setting up your Printer on the network.

<https://www.youtube.com/watch?v=cM-srd0of0c>

The following link is a walk through for printers which use InterCon NetTool

[https://www.youtube.com/watch?v=bp\\_sy782z2k](https://www.youtube.com/watch?v=bp_sy782z2k)