

Galaincha Troubleshooting

Allow remote access to your machine via TeamViewer

TeamViewer:

Visit the official TeamViewer website at <https://www.teamviewer.com/>. It will take you to its home page where you can choose the options “Free Download” or “Try now for free”.

TeamViewer offers versions for various platforms, including Windows, macOS, Linux, Android, and iOS. Select the version that corresponds to your operating system. Now scroll down and select the TeamViewer QuickSupport option.

This will download the application. Read the TeamViewer License Agreement and accept it to continue the installation. After you have successfully installed the application, launch TeamViewer from your applications or programs menu.

TeamViewer will display your unique ID and password. Copy and share that information with us. This will give us access to your computer.

Forgot Your Password?

You can send us an email from your company email address requesting a password change if you ever forget your Galaincha password.

The following things must be specified in the email:

- Your Galaincha username
- Your preferred new Galaincha password

Send the email at support@galaincha.com.np

Change your password:

If you want to change your password, send us an email with your company email address.

The following things must be specified in the email:

- Your Galaincha username
- Your current password
- Your preferred new Galaincha password

Send the email at support@galaincha.com.np

Problem viewing full dialog contents in Galaincha

Sometimes while using tools such as Visualization and Clean Layer, you may experience issue viewing all the contents in the window clearly.

This issue is generally caused by display scaling. To fix this, right click on your desktop and go to Display settings.

Here, under change Scale and layout setting > Change the size of text, apps and other items to 100% and make sure your resolution is set to 1920 x 1080.

Troubleshooting Galaincha .CTFX file corrupt issue

You may encounter the following message “The file is corrupt or was saved with a newer version of Galaincha V4” while trying to open a .CTFX file.

This issue may occur sometimes if you accidentally reboot the machine without saving the design you are working on, or if your computer stops responding and you have to restart the machine manually. These issues may also be caused due to errors on your hard-disk drive.

To overcome the problem of losing designs in an event of such failures, Galaincha automatically creates a backup of your .CTFX files. This file will have the same name as the design name and is placed in the same directory or folder where your design is saved, with a .BAK extension.

In case you get the above mentioned error while opening a .CTFX file, you can change the extension of the .BAK file by renaming it as .PNG file and you can get the design back (except for the quality and visualization settings).

You now need to re-specify the resolution and dimensions in Image->Resize and set the Visualization settings in CarpeTools->Visualization.

How to set Galaincha as default program to open ctfx files?

To change the default programs for files and protocols, you'll need to open the **Settings** menu and go to **System > Default apps**.

Select **Choose default apps by file type** options. Scroll through the window to find the .ctfx file extension and click on the associated application on the right. A pop up will appear where you can choose an app to associate with the file type. Select **ClickOnce Application Deployment Support Library**

If you are using earlier version of Windows operating system, go to **Control Panel > Programs > Default Programs > Set Associations**. Select **.ctfx** extension and click on **Change Program** button.

Now, select **ClickOnce Application Deployment Support Library** from the window and click **OK** button.

Adding Galaincha to the Exception list in Windows Defender Antivirus

On Windows 10:

Goto Settings >> Update & Security >> Windows Defender.

Here scroll down to Exclusions and click on Add an exclusion. Now click on Exclude a file.

A dialog box will appear, navigate to desktop where you can find Galaincha shortcut icon and click on Exclude this file Button

The excluded file will be listed

On Earlier version of Windows:

Open Windows Defender, go to Settings >> Exclude files and locations. Click on Browse button, a dialog box will appear. Here navigate to Galaincha Shortcut on the Desktop (C: Drive >> Users >> "user name" >> Desktop >> Galaincha) and click ok.

Now click on the Add button and then Save changes to apply the settings.

Error Installing Galaincha

While installing / updating Galaincha, if you encounter an error message, click on the Details button and check for the error summary.

If the Error Summary section contain errors such as:

- Exception during an archive operation.
- Value out of the expected range.

Perform the following steps:

Uninstall Galaincha and follow the steps mentioned below:

1. Go to Start menu and type cmd.
2. Right click on Command Prompt and select Run as Administrator.

3. Paste the following command without the quotes "rundll32
%windir%\system32\dfshim.dll CleanOnlineAppCache" and hit enter.

Now temporarily disable any antivirus system installed on your computer and then install Galaincha.

Adding Galaincha to the Exception list in Quick Heal Antivirus

Steps to follow:

Open Quick Heal Antivirus, select the Internet & Network option from the home screen.

You will find Firewall Protection turned on.

Click on the settings icon next to firewall protection to get to the Configure Firewall Settings

Now click on configure button next to Program Rules to get another window.

Click on add and select the Galaincha shortcut placed on your desktop. Once Galaincha is added to the list, click ok. This will add Galaincha to the list of exception. Now save the changes.