# Text Chunks

## Chunk 1

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

## Chunk 2

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

## Chunk 3

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.

## Chunk 4

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

## Chunk 5

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

## Chunk 6

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.

## Chunk 7

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.

## Chunk 8

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.

## Chunk 9

Accessing Training Emails in Galaincha You can access the weekly training emails that were sent to you during your first learning phase inside Galaincha by going to Help > Weekly Training Emails Tip : You can dock the email on one side and Galaincha on the other to easily follow the tutorial. Galaincha for Tufted Rugs SIZE AND RESOLUTION Always set the resolution first while working on design in Galaincha. For tufted rugs, it is recommended to set the same resolution value for width and height. As for the standard resolution, 10/10 knots per inch is appropriate but for the higher quality, resolution can be set not exceeding 20/20 knots per inch. Go to Image->Resize and set the proper size and resolution. Depending upon on the tufting density, the typical values are as follows: Low density: 6 knots/lines per inch Medium: 8 knots/lines per inch High: 10 knots/lines per inch For Tufted designs, size of carpet is more significant than the resolution. VISUALIZATION AND TEXTURE

## Chunk 10

exture on the CarpeTools->Visualization window, select the Custom texture and assign Tufted texture. or If additional tufted texture is needed, you need to send us a good-quality, upright photograph of a plain rug woven in your desired textures, with a visible carpet area of at least 2 ft. x 2 ft. Please follow the tutorial link given below that suggest what to follow for requesting custom texture: https://galaincha.com.np/help/CustomTexture/ GRAPH For printing graph for tufted carpets, always select the option Print Outlines in File->Print Graph. MATERIAL ESTIMATE CarpeTools->Material Estimate is applicable for handtufted carpets as well. The 'Area' and 'Consumption on Rug' column can be referred. Depending on the yarn type, you can also set the weight per square meter and wastage per square meter for estimation. Galaincha Tutorial: Saving files in Galaincha How to save your files in Galaincha:

## Chunk 11

ny of the Save (Shortcut CTRL+S) to save the file and to save the additional changes made in design. Go to the File menu Save As… (Shortcut CTRL+SHIFT+S)  option to save an existing file to a new place with the identical or another file name. Understanding different file formats available in Galaincha: Galaincha can open different file formats. When saving a design, Galaincha tries to save it in the same format it was opened in. When creating a new design, if the design is a single layer design, with no carpet specific information, it is saved in PNG format. If it has multiple layers or carpet specific information (such as visualization options, carving etc.), it is saved in CTFX format. CTFX is Galaincha’s proprietary format and saves information about all Galaincha features such as layers, texture information, color information etc. Files saved in .ctfx can only be opened in Galaincha software.

## Chunk 12

ciated with yours so you can share the CTF file. It cannot be opened by any other Galaincha account. When you need flat design only, use the PNG file format. GIF, BMP, TIFF, TGA and PCX are also similar, but use them only if you need the designs in these specific formats.  For example, the Indexed Bitmap format is for compatibility with specific carpet weaving machines, so if you intend to load the design in one of these machines, save in the Indexed Bitmap format. JPEGs are for saving photographic images. In Galaincha, you can save visualizations and photorealistic renderings in JPEG format as they will have the smallest size in this format. However, do not save your designs in JPEG format as this will add a lot of unnecessary colors to your design and you will have to clean the design every time you open it. Installing Microsoft Edge Web Browser To get started, head to the Microsoft Edge download page at https://www.microsoft.com/en-us/edge

## Chunk 13

ick on the DOWNLOAD EDGE  button which will result in automatic scrolling to the bottom of the page. You will get the dropdown where you need to choose your current version of the Windows you are running on. Once you have chosen your current operating system, you will be greeted by a pop-up box showing you the Microsoft Software License Terms. You need to click on Accept and download button to download the setup file. Once you run the MicrosoftEdgeSetup.exe, you will get the welcome screen. You can click on Continue without importing button.  Or you can click on the More import options and choose Microsoft Internet Explorer if you want to import your favorites, saved passwords, settings, and addresses.

## Chunk 14

installation. The new Microsoft Edge browser will start automatically once the process is completed. Installing Windows 10 on your Mac You can install Windows 10 on your Mac either by using Apple BootCamp or Parallels. Before you start installing Windows,  we recommend you to watch the short yet comprehensive video on "How to install Windows 10 on Mac for FREE: Step-by-Step Guide" from https://www.youtube.com/watch?v=4seoZzDsit0. It will help you to learn the process. Using built-in Boot Camp Assistant for easy installation of Windows 10 Installing Windows 10 using Boot Camp Assistant is simple as it will automatically download and install the required drivers and software. In Finder, open Applications → Utilities → Boot Camp Assistant. Boot Camp application will guide you through the installation process.

## Chunk 15

to the Windows 10 setup Wizard process. Select a language you want to use and press the Next button. When asked for the product key, you can click on "I don't have a product key" text to continue the installation. You can use Windows 10 for the next 30 days without any limitations or enter the key later. Windows will now copy all of the necessary files and begin the installation process. You will soon have Windows 10 running on your Mac to use. Using Parallels Desktop to install Windows 10 You just need to download Parallels Desktop to install Windows on your Mac and does not require you to purchase Windows 10 beforehand. As Parallels share your system’s resources, you might experience sluggish performance.

## Chunk 16

nd click on the "Download Free Trial" button from https://www.parallels.com/products/desktop/trial/. When you first launch Parallels Desktop 15 on a Mac, it will detect that you have no virtual machines and will automatically offer to download and install Windows 10 for you. Once you click "Install Windows," there is basically nothing else for you to do. After Windows 10 download is complete, it will automatically begin the installation of Windows 10. Once the installation process is complete, you will be notified about it. You will soon have Windows 10 running on your Mac to use. Cost As Boot Camp is a native inbuilt feature of the Mac OS X operating system, it is FREE. While you need to purchase a copy of the Windows operating system or have to subscribe yearly for Parallels Desktop if you are using it.

## Chunk 17

ws&activetab=tab%3ashopwindows10. Or, can buy the License Key of Windows 10 at little from ebay.com. Parallels: After the trial of Parallels has expired, you will no longer be able to access Windows or files in them.  You can purchase a license of Parallels from https://www.parallels.com/products/desktop/buy/?full. Additional instruction Downloading the Windows 10 ISO file You can grab a Windows 10 ISO file from the Microsoft website and can download it straight to your internal hard drive. To start, please navigate to the Microsoft Windows 10 ISO download page below: https://www.microsoft.com/en-us/software-download/windows10ISO From the dropdown menu, select edition Windows 10 in the May 2019 Update and click Confirm button. Anytime, you can download the update through Windows once it is installed. Select the product language of your choice and click Confirm button. Click the 64-bit Download button. Click the Save button to download the ISO file. Galaincha Help Document

## Chunk 18

laincha help document from within Galaincha software by going to Help > Help Topics... (Shortcut F1) Doing this for the first time will download the latest Help File. After the download is complete, the help file will be displayed. Galaincha Shortcuts List Shortcut Keys for Working with Image Keys for Viewing Image Keys for Selecting and Editing Keys for Using Brush Tool Keys for Using Layer Palette Keys for Using Color Keys for CarpeTools Keys for Tools How to count the number of knots and lines in Tibetan/Nepali Hand-knotted carpets? View the back side of a carpet to see grid/knots in it. Knot Count: Take a ruler and set it Horizontally on the back side of the carpet. Start to count the knots horizontally from 0 cm to 10 cm. In the carpet shown below, we found 44 knots in 10 cm. Setting up resolution: In 10 cm, there are 44 Knots So, 1 cm has 4.4 knots (i.e. 4.4 knots/cm) Note: Always count Horizontally for knots. Lines Count

## Chunk 19

Take a ruler and set it Vertically on the back side of the carpet. Start to count the lines vertically from 0 cm to 10 cm. In the carpet shown below, we found 32 lines in 10 cm. Setting up resolution In 10 cm, there are 32 Lines So, 1 cm  has 3.2 lines (i.e. 3.2 lines/cm) Note: Always count in Vertically for lines Hence, in given carpet, the number of the knots and lines are: Knots: 4.4/cm Lines: 3.2/cm Setting up Resolution in Galaincha Go to Image->Resize (Ctrl+R) In the Resolution field, set the knot and lines per cm values You can the change the size as per your requirement. Note: Resolution of the carpet depends on the quality of the carpet. Can I run Galaincha on Mac? Galaincha can run in Mac, but not natively. Since Galaincha requires the .NET Framework and Microsoft Edge browser to run, you will need to run Windows in the Mac and run Galaincha on top of it. This can be done by installing Parallels in the Mac.

## Chunk 20

the Leopard Operating System, Boot Camp (built in) supports installing and running Windows directly. If not, there is a free software called Virtual Box (from Sun) which can host Windows in a Mac. Once you have Windows running on your Mac, installing and running Galaincha is straight forward. How do I start Galaincha? Where is the CD? Where are the manuals? Galaincha is deployed online, not distributed on a CD. You will be provided with a username and a password, with which you can log in at http://galaincha.com.np/ using your Internet Explorer browser. Galaincha will be installed automatically on your computer. Global Assembly Cache error If you get the Global Assembly Cache error: You need to install .NET Framework 4.6 version in your computer. To download the framework: https://www.microsoft.com/en-us/download/details.aspx?id=48130 Prerequisites to run Galaincha For detailed information, visit http://galaincha.com.np/gettingstarted/ .

## Chunk 21

1) Please use Internet Explorer browser to login in http://galaincha.com.np 2) You must be Administrator user in your machine. 3) Make sure that your system date, time, AM/PM settings and time zone are correct. Please follow these steps: Click on the left bottom corner on the system tray displaying current date and time. Click on “Change date and time settings..” You will get a window as shown below: Choose your time zone (ie. My time zone is Kathmandu, so I have chosen Kathmandu for the setting). 4) .NET Framework 4.6 must be installed on your system. You can download it from: https://www.microsoft.com/en-us/download/details.aspx?id=48130 . Galaincha getting started document Please, use internet explorer to log in with your provided username and password at Galaincha.com.np Enter your user name and password, and click on Login button(or press Enter).

## Chunk 22

n Galaincha software is missing. Please install the required component and login again in that case. If you are running Galaincha for the first time, you will be asked to install it. Please confirm to proceed. Galaincha will be downloaded and installed automatically. You can see the progress of the download. Galaincha will start automatically after the download is complete. If you have more questions related to getting started in Galaincha, please visit https://www.galaincha.com.np/faq\_/ . Result | Key Create New File | Control + N Open File | Control + O Close File | Control + W Close All | Control + Shift + W Save File | Control + S Save As | Control + Shift + S Print Design | Control + Alt + P Print Graph | Control +P Image Resize | Control +R Canvas Resize | Control + Shift + R Crop Selection | Control + Shift + X Rotate 90 Clockwise | Control + H Rotate 90 Counter Clockwise | Control + G Rotate 180 | Control + J Result | Key Cycle Forward Through Documents | Control + Tab

## Chunk 23

Cycle Backward Through Documents | Control + Shift + Tab Zoom to Window | Control + B Actual Size (100%) | Control + Shift + A Zoom In/Out | Control + + / - Zoom to Selection | Control + Shift + B Switch to Hand Tool (When Not in Text-Edit Mode) | Spacebar Scroll Up Or Down 1 Screen | Page Up or PageDown Scroll Left Or Right 1 Screen | Shift + Page Up or Page Down Show Image List | Control + Q Result | Key Undo | Control + Z Redo | Control + Y Cut Selection | Control + X Copy Selection | Control + C Copy Merge | Control + Shift + C Paste | Control + V Erase Selection | Del Fill Selection | Backspace Invert Selection | Control + I Select All | Control + A Select Layer Elements | Control + Shift + L Deselect | Control + D Add to Selection | Control + Left Click Subtract from Selection | Right Click Exclude Overlapping from Selection | Control + Right Click Constrain Marquee to Square or Circle (If other selection are not active) | Shift + Drag Select Area of Similar Color

## Chunk 24

(Magic wand tool only) | Shift + Left Click Invert Area by Similar Color (Magic wand tool only) | Control + Shift + Left Click Result | Key Increase/decrease Brush Width | [  / ] Increase/decrease Brush width in 5 Increments | Control + [ / ] Result | Key Add New Layer | Control + Shift + N Display layer properties | Double-click Layer Merge Layer | Control + M Flatten Layer | Control + Shift + F Delete Current Layer | Control + Shift +Del Duplicate Current Layer | Control + Shift + D Result | Key | Key | Key Select Current Color as Primary / Secondary  (Color Picker tool only) | Left or Right Click Color | Left or Right Click Color | Left or Right Click Color Swap Primary and Secondary Color | X | X | X Map to current color set | Control + Shift + M | Control + Shift + M | Control + Shift + M Create Color Combination | Control + Alt + C | Control + Alt + C | Control + Alt + C Invert Colors | Control + Shift + I | Control + Shift + I | Control + Shift + I

## Chunk 25

Pick Color from design in canvas | 9 | 9 | 9 Select the Color from Quick Colors from rows 1, 2 and 3 | Row 1 | Row 2 | Row 3 Select the Color from Quick Colors from rows 1, 2 and 3 | 1 | 11 | 111 Select the Color from Quick Colors from rows 1, 2 and 3 | 2 | 22 | 222 Select the Color from Quick Colors from rows 1, 2 and 3 | 3 | 33 | 333 Select the Color from Quick Colors from rows 1, 2 and 3 | 4 | 44 | 444 Select the Color from Quick Colors from rows 1, 2 and 3 | 5 | 55 | 555 Select the Color from Quick Colors from rows 1, 2 and 3 | 6 | 66 | 666 Result | Key Art to Graph | Control + Alt + G WizCraft | Control + Alt + H Refine | Control + Alt + R Visualization | Control + Alt + V Room View | F5 Strike off | Control + Alt + S Material Estimate | Control + Alt + M Result | Key Rectangle, Ellipse, Lasso, Magic wand, Border Select | S Move selected pixel, Move selection | M Zoom | Z Pan | H Color Picker | I Paint Bucket, Outline | F Paint Brush | B Eraser | E Pencil | P Selective Color | R

## Chunk 26

Text | T Gradient | G Border, Rectangle, Line/Curve, Ellipse, Free form shape | O