

Misc. Questions/Answers

Is the Version 4 Software compatible with Windows Vista and Windows 7?

No. The Version 4 software is not compatible with Windows Vista or Windows 7. You will need to contact your local Bernina dealer to upgrade your software to V5 or V6 which are both compatible with these operating systems.

How do I fix block editor issues?

Install the Artista SP1 located at: http://www.berninausa.com/news_detail-n32-r129-i4596-sUS.html.

Is there support or patches to run OESD or Bernina software on a MAC?

There are no patches available for any OESD or Bernina products to allow them to install on the MAC platform. The Mac platform is unsupported with all OESD and Bernina software.

What is rapi.dll error message? (an ActiveSync issue)

Rapi.dll is a driver file that is needed for the 200/730 machines to communicate with the computer. These driver files are within the active sync which is needed for Windows XP. However the Vista and Windows 7 needs the Windows Mobile 6.1 update which also includes the rapi.dll driver file as well.

Refer to AnswerID 293 in the online support knowledge base. If you get an error indicating RAPI.DLL is missing, you either do not have Microsoft ActiveSync installed, have an old version, or it is not running. The ActiveSync program must be turned on when trying to send to the artista 200 machine. You may load this program from the data transfer CD that came with your 200, or go to microsoft.com to get ONLY the 3.8 version

What is a CRC: Cyclic Redundancy Check Error?

Cyclic redundancy check/error is usually pertaining to a fault on the disc itself, or a dirty/scratched media. We suggest checking your CD and making sure it is clear of dust, and scratches and trying again. Otherwise if the problem continues contact your local retailer for another copy of the CD to install.

For information online visit: <http://berninasupport.custhelp.com>