

Resolving Dear Jane Chart Difficulties

When you post about a problem it would greatly help if you would provide some details, such as ...

Which OS & version are you using?

- Microsoft Windows ???
- Mac OS X ???

In which program did the problem occur?

What was the last thing that you tried to do?

What was the result?

- If an error message appeared, then please post it.
- If you use Microsoft Windows Vista or later and you are having difficulties saving your pictures to the chart's picture folder, then did you follow the instructions on the following EQ Support article?
<http://support.electricquilt.com/Block-Chart-is-read-only-or-does-not-work-in-DJ.ashx>
 - If you are using 64-bit Windows, then the folder would be:
C:\Program Files (x86)\Electric Quilt Company\Dear Jane\html\my jane\
 - If you do move the chart, as EQ suggests, then you will not be able to start it from within the DJ software, so place it somewhere easily accessed.
- Did you verify that your block resides in the correct folder? Default location:
Microsoft Windows, using Windows Explorer (Win8: File Explorer):
32-bit Windows:
C:\Program Files\Electric Quilt Company\Dear Jane\pics\MyChart
64-bit Windows:
C:\Program Files (x86)\Electric Quilt Company\Dear Jane\pics\MyChart
Mac OS X and CrossOver, using Finder:
/Users/ <yourID> /Library/Application Support/CrossOver/Bottles/ <yourBottle>
/drive_c/Program Files/Electric Quilt Company/Dear Jane/pics/MyChart
Where:
 <yourID> is your user ID
 <yourBottle> is your Dear Jane bottle name
- Is your picture in the JPG format? If not, then convert it.
- Did you rename your picture it to use the required name?
 - my + block_name + .jpg
 - block_name must not contain any dashes or other special characters.
 - For example, the name for block A-3 would be mya3.jpg

- Does your block look strange?
 - Did you take the picture of the block with it in the same orientation, as it would be in the quilt? For example, did you place your RS5 block with a long side at the bottom and its base to the left? If not, then you need to rotate the picture in your graphics program. For example your picture has triangle RS5 upright, standing on its base, then you would need to rotate it right 90 degrees.

- Incorrect right-side triangle orientation



- Correct right-side triangle orientation



- Did you follow the resizing instructions on the directions web page?
 - Center blocks:
 - width 40 pixels; height: 40 pixels
 - Side triangles:
 - width: 60 pixels; height: 40 pixels
 - Top & bottom triangles:
 - width: 40 pixels; height: 60 pixels
 - Corner kites:
 - width: 60 pixels; height: 60 pixels

Notes:

1. Your picture may still display correctly in the chart, even if it has longer widths and heights than noted above. Basically, if your picture is the right shape, it will shrink to fit:

· Center blocks and corner kites: square

· Triangles: the sides should have the same ratio as the sizes previously noted above. That is, the short side should $\frac{2}{3}$ the size of the long side.

2. The blocks fit into small places on the chart. For that reason, large and small pictures will look the same. You will not be able to see any finer definition with a big picture than with a small picture.

3. You will save disk space and your chart will load dramatically faster if you use small pictures with the widths and heights noted above.