20-20 Design Software and QualityCabinets™ Catalogs FAQ

Below are Frequently Asked Questions about the 20-20 Design Software and QualityCabinets™ catalogs.

Frequently Asked Questions

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1. What versions of 20-20 Design does QualityCabinets™ currently support?

20-20 Design Version 8.0 Service Pack 3 and higher

- 20-20 Design 10.0.3.1028 and above
  - All QualityCabinets™ catalogs will work with 20-20 Design 10.0.3.1028 and above, but for program functionality we recommend using the most current version of V10.
- 20-20 Design 9.1, Service Pack 4 (9.1.1.466)
- 20-20 Design 9.0, Service Pack 3 (9.0.4.341)
- 20-20 Design 9.0, Service Pack 2 (9.0.2.318)
- 20-20 Design 9.0, Service Pack 1 (9.0.2.311)
- 20-20 Design 9.0, General Release (9.0.0.251)
- 20-20 Design 8.1, Service Pack 4 (8.1.13.3072)
- 20-20 Design 8.1, Service Pack 3 (8.1.11.3068)
- 20-20 Design 8.1, Service Pack 2 (8.1.9.3059)
- 20-20 Design 8.1, Service Pack 1 (8.1.7.3045)
- 20-20 Design 8.1, General Release (8.1.0.3128)
- 20-20 Design 8.0, Service Pack 3 (8.0.1347)

Note: QualityCabinets™ will not support any 20-20 Version below Design Version 8.0 Service Pack 3 (Build 8.0.1347). Design software is an important tool for many designers and QualityCabinets™ recognizes the value of keeping your software up-to-date with new features that improve functionality. Supporting new technology allows us to develop even more exciting catalog possibilities.

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2. How do I get/install the latest catalogs?

Download catalogs online from www.qualitycabinets.com/quality-pros, E-Catalog Downloads page.

Complete the following steps **before** downloading e-catalogs:

- On your Desktop, create a new folder (right-click and select **New** and select **Folder**).
- Name this folder: 2020Quality

Download Instructions:

- Right-click on the e-catalog you want to download. Select **Save Target As.**
- The Save As window will appear; select your Desktop, open the folder named "2020Quality" and select **Save**. The file download will begin.
- When the Download Complete box appears, select **Close**.

Installation Instructions:

- Go to 20-20 and select **Catalog Tools**, then select **Install**. The Catalog Install Wizard will appear. Click **Next**.
- In the Select an Archive Catalog to Install field, click on the **Browse Button […]**.
- Click on the drop-down arrow beside the Look In: field, and select **Desktop**.
- Locate and double click on the 2020Quality folder. Click on the catalog you want to install. Select **Open**.
- Select **Next**. Select **Start**.
- Once the catalog is successfully installed, click **OK** to return to the wizard.
- Repeat the process for each catalog you wish to install.

3. How do I get the most current revision of 20-20 Design, or updates?

You can download the latest software patch from 20-20 by going to 2020.net.

If you are not registered, register to receive a password (you must have an active Maintenance & Support agreement to continue). Login to 2020.net. Click Download Center tab. In the Support Download area, select the design version, and then select the required patch. You may also contact a 20-20 support representative at 1-866-697-2020.

4. **What are the steps to produce an order?**

   - Place one item from a QualityCabinets™ catalog into Design.
   - Select **Styles & Pricing**.
       o Click the **Styles & Pricing** icon or select it from the drop-down menu in Design on the tool bar.
         (Note: v10 – **Styles & Pricing** under the **Items** ribbon.)
   - Select the **QualityCabinets™** catalog from the list on the left.
   - Select the **Catalog Styles** tab.
       o Select **Door Style Selection**, double click or click the Add button, and then select the Door Style from the Door Style Selection window.
       o Select **Finish Selection**, double click or click the Add button, and then select the Finish from the Finish Selection window.
       o Select **Door Pulls***, double click or click the Add button, and then select the Door Pull/Knob from the Door Pulls/Knobs Selection window.
       o Select **Drawer Pulls***, double click or click the Add button, and then select the Drawer Pull/Knob from the Drawer Pulls/Knobs Selection window.
   - Select the **Price Levels** tab.
       o Select the drop-down arrow across from **Common Price Level** and select the appropriate door style/wood specie combination.
   - Select **Close** to return to Design.
   - Proceed to produce your Quote or Report.

*To ensure Estimated Door Pull Count and Estimated Drawer Pull Count print on your quote or report, be sure to check **N/A or no charge accessories** on the **Pricing Tab** of the Quote or Report Settings.

Note: It is necessary to reselect your Catalog Styles and Price Level selections after switching items to a different catalog.

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5. **How do I design with multiple Styles and Finishes in one design?**

Have you ever wanted to design with multiple door styles or finishes in one kitchen design? Follow this procedure and you will save valuable design time.

   - Install your QualityCabinets™ catalogs as you normally would.
   - Open **Catalog Tools** from the shortcut bar.
     (Note: v10 does not use a Shortcut bar. Navigator with Windows Explorer to All Programs\Design\Tools\Catalog Manager.)
   - Select **Rename** (Rename short or long description of catalog).
   - Click the drop down arrow. Select the QualityCabinets™ catalog you are using. In the Rename to: field type QUALITY1.

- Reinstall your QualityCabinets™ catalog again.
- Open **Catalog Tools**. Select **Rename** (Rename short or long description of catalog). Click the drop down arrow. Select the QualityCabinets™ catalog you are using. In the Rename to: field QUALITY2.

Now you have two copies of the QualityCabinets™ catalog in your 20-20 design system. You may add as many catalogs as you want.

Design your first style or finish cabinets in QUALITY1. Design your second style or finish cabinets in QUALITY2. When you go to Styles & Pricing to set the door style and finish, you will see each catalog used in the design along the left side of the Styles & Pricing window. Click on the first catalog; set your style and finish. Click on the second catalog; set the second style or finish. Now when you produce reports you will print a report for each catalog. This eliminates the need to produce a second design for the second style or finish. Additionally, you can help your customer visualize two or more styles and finishes when showing renderings of your design.

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6. How do I Switch Items?

20-20 Design Version 8.0 Service Pack 3 and higher

- Backup your files.
- Do not delete your old QualityCabinets™ Catalog.
- Install the new QualityCabinets™ catalog.
- Open any design files you want to convert to the new catalog.
- Click on the **Edit** menu option then select **Switch Items**. This will open the Switch Items dialog box.
  (Note: v10 – Select the **Items** tab on the ribbon, and then select **Switch Items**.)
- Under **Currently Used Catalogs** click on the drop down arrow to select the old catalog.
- Under **Available Catalogs** click on the drop down arrow to select the new catalog.
- Click on **Automatic**. This may or may not switch all of the cabinets.
- If you receive a message that states some of the items could not be transferred, these items will be listed on the **Items** tab.
- You can manually switch these items to the new catalog one at a time by highlighting the old item and highlighting an item in the new catalog, then click **Manual**.
- You can verify the cabinets that were switched on the **Switched Items** tab.
- Once you are finished, click **OK.**

- Verify that all items have updated correctly in the new catalog. If there was more than one catalog used in the original design, <u>each</u> catalog will need to be switched individually.
- After you have successfully converted all necessary design files, you may delete the old QualityCabinets™ catalog to free up space on your computer.

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7. How do I Assign the Default Catalog?

20-20 Design Version 8.0 Service Pack 3 and higher

Click on File, Preferences and Select Catalogs. From the list of catalogs, highlight the QualityCabinets™ catalog you wish to make your default, and click on the red checkmark. The catalog selected will be the default catalog for the menu items Place->Cabinets, Design->Countertops & Trims, and Design->Accessories & Extras. It will also be the selected catalog in the Drag & Drop list the next time you access the Design program.

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8. How do you print an Elevation printout with Dimensions?

20-20 Design Version 8.0 Service Pack 3 and higher

- From the Menu Bar, choose **File**, **Print** or click the **Print** button.
- In the **Range** section of the Print Floor Plan or Elevation Area dialog box, choose **Selection**, and then click the **Browse** button.
- Add a check mark beside E|1 or any other elevation tab you want to print, and then click **OK**.
- Click the drop down arrow under the **Print Mode** section and select **Hidden**.
- Click **OK.**
- Your elevations will now be printed with dimensions included.

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9. How do I export a design file into AutoCAD?

20-20 Design Version 8.0 Service Pack 3 and higher

- Open the desired design file.
- Click on **File** and **Export**.
  (Note: v10 – Click on **File** and **Other Formats**.)

From the Export dialog box:

- Select the location where you want to save the file from the **Save In** list box.
- Assign the desired name to the file in the **File Name** text box.
- Use the down arrow to select the desired file type (DWG, DXF or SIF) in the **Save as Type** list box.
- Click on **Save**.
- In the Export Succeeded dialog box, click **OK**.
- You now have a file which can be opened in AutoCAD.

10. **What are some common troubleshooting fixes for 20-20?**

Issue	Resolution
A USB key or programmable LPT1 key generates a checksum error.	• Call 20-20 for a new reactivation code. If the error persists, 20-20 may have to replace the device.
A runtime error is generated when trying to install a 20-20 catalog.	• Go to **Maintenance Tools** and select **Register 2020 files** under **Internal Tools.**
CatInst Run-time error '339': Component 'Vsflex7d.ocx' or one of its dependencies not correctly registered: a file is missing or invalid.	• Verify if the file xceedftp.dll is in C:\2020V8\Components. Note: Substitute "2020V8" for the correct file path to 20-20 on your computer.
Items will not place on the floor plan.	• Ensure you are not trying to place items from the 'Accessories' category. • Reinstall the catalog. • If this doesn't work, go to **Maintenance Tools** -> **Internal Tools** and click on the **Update Database** button.
Pricing on 20-20 is erratic. Price is in the thousands of dollars, has cents, and/or is different each time.	• If this is just one or two items, confirm availability of the items that are pricing incorrectly. • If all items are priced wrong and/or if

the pricing changes every time you run a quote, this is a problem with your security device. Contact 20-20.

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11. How do I create rates in 20-20?

- Open **Catalog Tools** from the shortcut bar.
- Click on **Edit/Create a Catalog**.
- In the Menu tools, click on **Charges Editor**.
- Go to the **Rates** tab.
- At the end of the catalog field click the drop down arrow and pick the catalog for which you want to create a rate.
- Once done, click on the **Add** button.
  (Note: v10 currently does not have a rates editor. Work Around: install catalog(s) in v9.1.1.466, edit rates, ship catalog(s) out, and install edited catalog(s) in v10.)

See below for the entries for each of the fields:

Description – Long Description	Description of your choice
UserCode – Short Description	Description of your choice
MENUCH – Block access to Charges from design (0=Block, 1=Allow)	0
Price2	0.01
Price3	selling multiplier * 100
Price4	selling multiplier * 100
Price5	0
Price6	0
Price7	0.01
Price8	cost multiplier * 100
Price9	cost multiplier * 100
Price10	0
Price11	0

- Once finished click **OK** then **Close** in Charges Editor.
- Close program.
- Open 20-20 Design.
- Open your design with this catalog.
- Go to menu **Design** and click on **Styles & Pricing**.
- Go to the tab **Catalog Charges** and click on the drop down arrow at the end of the rates field; pick the rate you just created.

- Go to the **Price Levels** tab and pick a common price level.

Now you can do a report and see your pricing.

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12. How do I install multiple versions of 20-20 on the same computer?

(Note: v10 can be installed on the same computer as earlier versions of 20-20 Design without using the Launch Bar.)

- Download the 20-20 Launch Bar by going to 2020.net.
  - o If you are not registered, register to receive a password (you must have an active Maintenance & Support agreement to continue). Login to 2020.net. Click Download Center tab. In the Support Download area, under Add-Ons and Extras, select 20-20 Launch Program. You may also contact a 20-20 Support Representative at 1-866-697-2020.
- Install the 20-20 Launch Bar.
- Prior to installing a new version on the computer, the registries for the currently installed version needs to be deleted to prevent the new installation from overwriting the previous one.
- Go to **Start**, then **Run** (on Windows Vista, go to **Start** and type **Run** in the search tool), and type **regedit**. Then click **OK**.
- Go to **HKEY_CURRENT_USER/Software/** right-click and select **Delete** on the following folders:
  20-20 Reports and 20-20 Technologies
- Close the registry editor and install the new 20-20 Design version.
- Once the installation is complete, right-click over the first icon of the Launch Bar. This will open the Shortcut Properties.
- Remove the checkmark next to **Disabled** for the shortcut you want to set.
- Type a **Display Name** for that version, and click on the **Browse Button […].**
- Select the new folder where 20-20 Design is installed, if it was installed in "C:/2020v8" go to the c: drive and select the 2020V8 folder.
- Click on the **Save** button then **Close.**

By default the 20-20 Launch Bar comes with two shortcuts. If you want more then two follow these instructions to unlock the Launch Bar.

- Open the Task Manager (CTRL+ALT+DEL or CTRL+Shift+ESC) and go to the **Processes** tab.
- Look for a process named **Launch2020.exe**. Click on it, and click on **End Process** at the bottom right. Click **Yes** or **End Process** once prompted.
- Go to **Start** then **Run** (on Windows Vista go to **Start** and type **Run** in the search tool), and type **regedit**. Then click **OK**.

- Go to **HKEY_CURRENT_USER/Software/Launch2020** on the right pane. Right-click on **beta_mode** and select **Modify**.
- Change the **Value data** from 1 to 0. Then click **OK** and close the registry editor.
- Go to **Start**, then **All Programs** and **Startup**. Click on the **Launch 2020.**

Note: It is possible that both the Launch Bar and a Shortcut Bar from 20-20 opens when starting the computer. To prevent this, go to **Start** then **All Programs**, and then **Startup**. Right-click on the 20-20 Shortcut Bar and select **Delete**. Click **yes** to delete the shortcut.

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13. **How do I install the Application Integration Module (AIM) to generate XML files?**

Note: The Application Integration Module is an add-on of the 20-20 Design software. Security is applied to this program; therefore you must contact the 20-20 Support Department to upgrade your security key, after purchasing and installing the application.

- Run the set-up file supplied by 20-20 Technologies on the computer where 20-20 Design is installed and follow the on-screen instructions.
- When the **Welcome** dialog appears, click **Next** to continue.
- In the **Software License Agreement** dialog, read the entire agreement, click **I accept the terms of the license agreement**, and then click **Next**. **Note:** Click **Print** if you want to keep a copy of the license agreement.
- Click **Install** to begin the installation. **Note**: The installation program detects the folder where 20-20 Design is installed and the program is installed in the corresponding folder.
- In the **InstallShield Wizard Complete** dialog, click **Yes, I want to open the Application Integration.pdf file** to view and print the programmer's documentation, then click **Finish**. **Note:** For details on the .XML field definitions, double-click **2020 XML Schema Documentation** on the desktop when the Application Integration is installed.

Application Integration Module (AIM)		
License	**Initial Cost***	**Annual Maintenance & Support**
1st Copy	$250	$200
2nd Copy	$200	$25
3rd Copy	$150	$25
4th + Copy	$100	$25
*Includes first year M& S		
AIM 2.1 supports 2020V8.X		
AIM 2.2 supports 2020V9.X & 2020V10.X		
AIM is delivered by separate exe for 2020V8.X & 2020V9.X		
AIM is in the application for 2020V10.X, but must be activated		

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14. How do I create an XML file?

- Open 20-20 Design, and open the design or Item List you want to create an XML file of.
- Click the **Reports on Design** icon.
- Click **Application Integration 2.2** and click **OK**.
- Under Catalogs, check the catalog(s) you want to extract information from. Click **Select All** to select all the catalogs listed or click **Clear** to deselect all the catalogs.
- Click **Run**.
- Type the name of the XML file you want to create in the **File name** field, then click **Save**. **Note:** By default, files are saved in the folder that is specified in 20-20 Design under **All design files** set through **File, Preferences**.
- When the program displays a confirmation message, click **OK**.

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15. How do I place and price replacement doors and drawer fronts?

Replacement doors and drawer fronts can be found by typing the nomenclature in the search bar, or in three categories in the Drag & Drop List – Base, Wall and Accessories. In the Base and Wall categories, they are found under Open & Specialty->Replacement Parts. In Accessories category, replacement doors and drawer fronts can be found under Replacement Part.

To determine the appropriate replacement part for a specific cabinet, please contract Customer Service as 20-20 only contains nomenclature and pricing information, not a cross-reference between cabinets and their replacements. For additional replacements, please use proCAB or contact Customer Care at 866-756-2790.

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16. If I manually change a cabinet size, will it price out differently and be delivered that way?

No. By manually changing sizes under Attributes in 20-20, it only serves as a graphical representation. To correctly change the dimensions available for QualityCabinets™ products, and apply the required charge, be sure to attach the corresponding Add-Ons for depth modifications (found in the Construction Options folder under Add-Ons).

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