Desktop Decorator

We want you to make the best cake decorations you can so Kopykake offers this Frosting Sheet design software at no charge.

This software uses a print credit system. Each time you print out an image, you use a print credit.

Frosting Sheet sizes that work with Desktop Decorator are the following:
1/2 Sheet, **1/4 Sheet**, **10" Round**, **8" Round**, **3" Rounds**, **2" Rounds** and **Business Card**

Printed on each package of Kopykake Frosting Sheets is a serial number which will unlock additional print credits. As long as you continue to use Kopykake Frosting Sheets, you will always have print credits for printing out your creations.

Recommended Printer Settings:

PRINTER SETTINGS

Canon:
Print Quality = High
Media Type = Plain Paper

Epson:
Print Quality = Photo
Media Type = Premium Presentaion Matte

Desktop Decorator now runs under Windows
XP/Vista/7 - 32bit and 64bit
This program now also runs under Windows
8/Windows 10 - NON-TOUCH SCREEN
See below for common installation errors

Not available for Mac

Desktop Decorator Common Errors

We are sorry to hear you are having a problem with Kopykake's Desktop Decorator program. Below are a few common issues. Please read thru each section to see if this is the problem you are having. If you are still having a problem, please feel free to contact Kopykake at sales@kopykake.com or you may reach us M-F 9am – 4:30pm (PDT, California time zone) by calling 310-373-8906.

Please note, Kopykake offers free technical support for the use of Desktop Decorator to our customers purchasing our Frosting Sheets and Edible Inks. We are unable troubleshoot or make changes to your computer or Windows program. Please consult your IT consultant, computer manufacturer or Microsoft for assistance related to your computer hardware or Windows.

Program was working, but now it crashes

If you are a Windows 10 user and have been using Decorator successfully and it all of a sudden has stopped working, the problem is likely related to a recent Microsoft Update automatically installed on your computer. Microsoft has acknowledged this update is causing conflicts in some programs and is working on a resolution.

Detailed instructions to remove this update can be found below.

64bit Installation Instructions

If you uninstalled Desktop Decorator or are installing it for the first time and your computer is a 64bit computer (most new ones are 64bit) please be sure to follow the 64bit installation instructions on our website. Follow these instructions carefully and be sure to select compatibility for Windows XP Service Pack 3.

Touch Screen Monitors

If your computer has a touch screen monitor, we recommend disabling this feature to use Desktop Decorator. Instructions to disable your touch screen can be found here:

https://support.microsoft.com/en-us/help/4028019/windows-enable-and-disable-your-touchscreen-in-windows-10

Virus Reporting Error

If you are receiving an error message that Decorator contains a virus when downloading Desktop Decorator, please note that out of 70+ virus checking programs we have tested, only Microsoft's Defender program reports an issue. Please be assured that Desktop Decorator program does not contain any viruses and can be installed and used safely.

We recommend disabling your Windows Defender virus program to download and also during installation and then you can turn it back on once Decorator is installed.

For further instructions on temporarily disabling Windows Defender, please see the following:

https://support.microsoft.com/en-us/help/4027187/windows-10-turn-off-windows-defender-antivirus

Please be sure to turn Defender back on once you have successfully downloaded and installed Desktop Decorator.
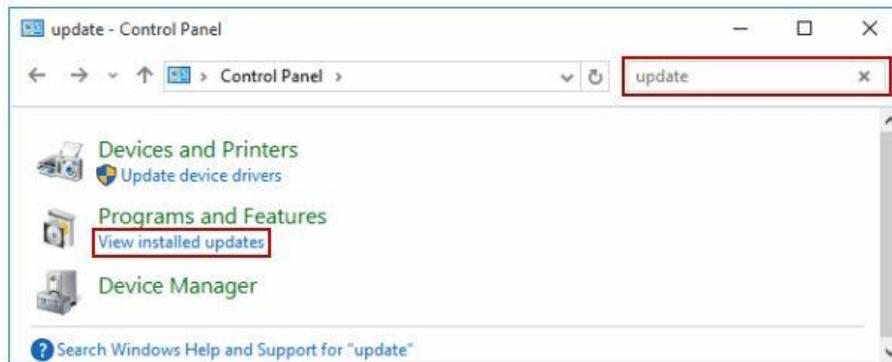
Desktop Decorator and Windows 10 Crash Errors

Microsoft recently released an update to Windows 10 that may conflict with Kopykake's Desktop Decorator program causing it to crash after clicking on any button option after starting the program.

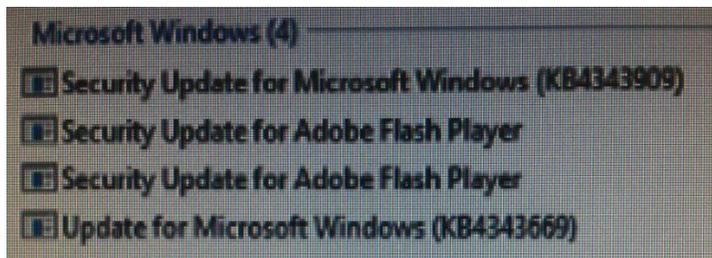Microsoft's website acknowledges a known issue with this update and says they are working on a resolution. You can read more about this here: https://support.microsoft.com/en-us/help/4343909/windows-10-update-kb4343909

In order for Desktop Decorator to work again, you will need to uninstall this update**.

Here are the step by step instructions to uninstall this update:

1. Save all open files and close any open programs such as Web Browsers, Office, etc.
2. Click the bottom-left **Start button** ⊞ to open the Start Menu, type **control panel** in the search box and select **Control Panel** in the results.
3. Type **update** in the top-right search box, and choose **View installed updates** from the result.

update - Control Panel

Control Panel >   update

Devices and Printers
Update device drivers

Programs and Features
View installed updates

Device Manager

Search Windows Help and Support for "update"

4. You should now see a listing of previously installed updates on your computer, similar to the picture below:

Microsoft Windows (4)
Security Update for Microsoft Windows (KB4343909)
Security Update for Adobe Flash Player
Security Update for Adobe Flash Player
Update for Microsoft Windows (KB4343669)

5. Right click on the entry that ends with KB4343909 and select **Uninstall**
6. It will now uninstall this update.
7. When uninstall is complete, you will need to reboot your computer.
8. After your computer restarts, you will need to block this update from reinstalling itself the next time Microsoft releases an update **. To block this update, please follow these instructions from Microsoft:
https://support.microsoft.com/en-us/help/3183922/how-to-temporarily-prevent-a-windows-update-from-reinstalling-in-windo
9. Run the utility you just downloaded and select HIDE and then select update KB4343909.
10. You should be able to run Desktop Decorator again.

** This update has known issues and Microsoft suggests uninstalling it if it conflicts with other programs. However, Kopykake assumes no liability for any Windows operating system errors, security issues, etc resulting from uninstalling this update.   If you are concerned about uninstalling a Microsoft update, please consult your IT advisor or Microsoft directly with any questions prior to continuing with these uninstall procedures.