



Error could not open Pixie file when entering an activation key

- Pinnacle Studio

This problem has been reported on some systems (generally non-english Vista systems) when entering activation keys. Pinnacle Systems is investigating the problem.

There are three ways to get around this issue:

1. You can try rebooting your computer and logging in as the administrator, then open Studio and enter your activation keys from the help menu.
2. You can also try right clicking on the Studio icon and selecting "Run as administrator", then go to the help menu and enter the activation keys.
3. We can also propose you a small fix to correct this problem without using the previous workarounds. For this, please [[./resources.avid.com/SupportFiles/Studio12/FixPixie.exe](http://resources.avid.com/SupportFiles/Studio12/FixPixie.exe)click here]] to download the file. Then double click on the downloaded file to launch it. Once done you should be able to run Studio normally and be able to enter keys without getting the error.