



Studio Make Movie error Direct to Disc Failure Please try again

- Pinnacle Studio

Use this FAQ if you are getting a Studio Burn error, "Direct-to-Disc Failure, Please try again":

1.UPDATE TO THE LATEST PATCH:

If you have Studio version 15, there is no update at this time.

If you have Studio version 14, there is no update at this time.

If you have Studio version 12, download the latest version [here](#).

How to download and install a patch:

- When downloading the patch make a note of where it is being saved to. We recommend saving the patch to the desktop.
- Before installing the patch, make sure that you do not have any other programs running. Studio must not be running.
- Once it is fully downloaded, double-click on the patch to begin the installation.
- Follow any on-screen prompts to complete the installation. Reboot the computer after applying the patch.

2.CREATE DISC CONTENT FIRST: Create the disc content first and then burn the disc as a separate step. To begin, select the "Create disc content but don't burn" in the Make Disc settings. If this process completes, it is a burn problem and not a render problem. Once the disc image is created, in a second step select "Burn from previously created disc content" in the Make Disc option. Studio will prompt you to browse to the disc image folder that you already created and begin to burn. If it still fails, continue to Step 5.

3.RESTART THE COMPUTER: Try opening the door of the DVD burner. If it won't open, then shut down Studio, then restart the computer. Launch Studio and try to create the DVD again using the safe mode setting.

4.MEDIA:

o **BLANK MEDIA IN THE DRIVE:** Make sure that there blank, write-once media or rewriteable media in the DVD burner.

o **TYPE OF DVD:** Make sure that your DVD burner supports the media you use. As for any problem with burning a DVD, we recommend customer use rewriteable media to reduce the number of wasted DVDs when they have to troubleshoot a failure while burning DVDs. In this case, if you have only used rewriteable media, (RW) we would also recommend trying to use a write once (-/+ R) DVD and erasing the RW media.

o **BRAND OF DVD:** Pinnacle recommends using a name brand of DVD, i.e. Sony, Apple, Memorex, etc. We recommend trying a DVD from a different manufacturer to see if the problem is related to the brand of DVD that is being used.