



BIAS SoundSoap Invalid XML Code 4 error

- Pinnacle Studio

If an Invalid XML code 4 error occurs while trying to authorize SoundSoap, the following steps should resolve the problem.

Step 1: Update SoundSoap

Uninstall the current version of BIAS SoundSoap by going to Control Panel and then choose the Add/Remove Programs tool (Windows XP) or Uninstall a Program tool (Vista). Then uninstall the current version of SoundSoap. It will be labeled as BIAS SoundSoap PE.

Once the old version is uninstalled, download and install the new BIAS SoundSoap PE 2.1.1 Installer.

If this doesn't help, continue to step 2.

Step 2: Disable Anti-virus and anti-spyware software

Try temporarily disabling any anti-virus or anti-spyware software that may be running, then try and authorize SoundSoap. If this does not work, you can re-enable these programs and procedure to Step 3.

Step 3: Alternate Authorization

If this does not work, try the "**Alternative authorization without an internet connection**"

Step 4: Contact Support

If all of these steps fail, please contact support for additional assistance.