

# **Error Unexpected Character occurs while launching Studio**

• Pinnacle Studio

This error may occur in some rare cases when some Regional Options have been customized and no longer match what is expected for the selected Regional Format. Specifically we have seen this error when the Decimal Symbol has been changed to a different character from the default regional setting.

The following steps should resolve the issue.

## **Step 1: Uninstall Studio**

To begin, uninstall Studio using the Advanced Uninstall Steps in this FAQ:

• Studio 12: Uninstall / Reinstall Instructions for Studio 12

Do not reinstall at this point.

# **Step 2: Main Regional Setting**

Next, it is necessary to ensure that your regional settings are correct. Go to: Start > Control Panel > Regional and Language Options. Verify that the current format is set properly for your region. For example, in the United States, this would generally be set to "English (United States)".

- In Windows Vista this setting is found in the "Formats" tab of the Regional and Language Options window.
- In Windows XP this setting is found in the "Regional Options" tab of the Regional and Language Options window.

#### **Step 3: Customized Regional Settings**

Once you have verified that the setting in the previous step matches your region, click the "Customize this format" (Vista) or "Customize" (XP) button. In the Customize Regional Options window, look for the Decimal Symbol setting. It is possible that this was changed at some point and is causing the problem. In the US a period is expected as the decimal symbol. In Europe, a comma might be used as the decimal symbol. If this setting has been changed to something other than the default decimal symbol, this error can occur. So change the decimal value to whatever is the default for your region and click Apply.

#### Step 4: Reboot

Next, reboot the computer.

### **Step 5: Check the Registry**

Note: Please, only proceed with this step if you (1) have backed up your registry before making any changes and know how to restore the registry to the previous state, (2) have successfully edited the registry before and (3) are comfortable with the risks associated with editing the registry.

1. Windows XP: Go to Start - Run and type: regedit. Click OK.

Windows Vista: Click the Windows button. In the search field type: regedit. Press Enter.

2. In the Registry Editor browse to the following location:

HKEY\_CURRENT\_USER\Software\Pinnacle Systems\Studio 12\TitleDeko\Styles

If this location is not present, close the Registry Editor and proceed to Step 6.

If this location is present, right-click on the Styles folder and choose Delete. Once it is deleted close the Registry Editor and proceed to Step 6.

# **Step 6: Reinstall**

Finally, reinstall Studio. It should now launch normally.

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