



Error Code: -5001 When installing a download version of WordPerfect Office X6

- VideoStudio

The error message "Error Code: -5001 : 0x80070002Error Information:>SetupNew\setup.cpp (142)PAPP:PVENDOR:PGUID:\$@Windows XP Service Pack 3 (2600) IE Version: 8.0.6001.18702 " that you have received is usually caused by the windows firewall, a later version of internet explorer, or an active antivirus program blocking the downloaded files. It is also possible that internet connection errors have caused the file to download incompletely.

As a work around, temporarily disable your windows firewall and antivirus and use a web browser other than Internet Explorer such as Mozilla Firefox or Google Chrome.

Before downloading and installing the program please **delete Windows Temporary Files**. Follow these steps:

***For Windows XP

1. Click Start
2. Click Run
3. The Run dialog box will appear. Type %temp% then click OK
4. The Temp folder will open.
5. Hit Ctrl+A on the keyboard to Select All-Hit the Delete key and then press OK or hit Enter to the message asking if you are sure you wish to delete
- Note: Skip all files that cannot be deleted (there will usually be about 3 to 5 temp files in use by windows at any given time which cannot be deleted)
6. Close out of the Temp folder.

Note *The procedure may have to be repeated or files deleted in batches when using Windows XP due to its limitations when deleting mass amounts of files*

***For Windows 7

- (1) Click on Start, type the following command %temp% in the search box, and then hit the Enter key.
- (2) This command will open the folder that Windows Vista has designated as the Temporary folder. These are folders and files that Windows needed at one time but are no longer useful. Everything in this folder is safe to delete.
- (3) To remove individual folders or files, hold down your Ctrl key while left-clicking on each item you want delete. Release the Ctrl key when you're finished.
- To delete these items, hit your Delete key or click the Organize button on the toolbar menu, followed by the Delete option.
- You will probably be prompted to confirm that you wish to Delete Multiple Items. Click on Yes to confirm.
- If you'd instead like to remove everything inside the Temp folder, click on the Organize button and then choose Select All from the menu

Tips: You may receive a Error Deleting File or Folder message while the files are being deleted. This just means that one of the files is in use by a program right now. Click OK, close all open programs, and repeat the steps above. If you still receive the message, try restarting your computer and repeating the process again.

Temporarily disable your Windows Firewall, antivirus (for antivirus requiring time frame, please click on permanent) **and UAC** (User Access Control Settings) to allow the installation process.

To temporarily disable UAC (User Access Control Settings) For Windows Vista/ Windows 7 only: Go To Start >

Type UAC (User Access Control Settings) > Drag Lever Control Downwards (Never Notify) > Click OK

We recommend you delete cookies (Tools > Internet Options > General tab) and to delete cache (Tools > Internet Options > Content tab > Clear SSL state).

***Please do not forget to enable your Windows Firewall, antivirus and UAC (User Access Control Settings) after the installation process.

Please **download and install the latest Microsoft Windows updates** (Windows Operating System) for the following:

1. Windows Installer 4.5 -

<http://www.microsoft.com/download/en/details.aspx?id=8483>

2. Microsoft .NET Framework 4 (Web Installer) -

<http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=17851>

3. Microsoft .NET Framework 4 Redistributable (Standalone Installer) -

<http://www.microsoft.com/download/en/details.aspx?id=17718>

4. Microsoft Visual C++ 2010 Redistributable Package -

<http://www.microsoft.com/download/en/details.aspx?id=5555>

5. Microsoft Direct X End- User Runtime Web Installer -

<http://www.microsoft.com/download/en/details.aspx?id=35>

6. Microsoft DirectX End-User Runtimes (June 2010) -

<http://www.microsoft.com/en-us/download/details.aspx?id=8109>

Restart your computer after downloading and installing the latest windows updates and for any changes to take effect.

Access the order email confirmation sent to you containing the WordPerfect Office X6 Download Links.

Copy and paste the WordPerfect Office X6 Download Links on the web browser's (such as Firefox Mozilla, Google Chrome, etc.) Address Bar then press Enter to start downloading the links using a different web browser.

If prompted, please **save the download file** to a preferred folder or location for easy access.**After the download is complete, click on the downloaded file to start the installation process.**

Restart your computer after successful installation.

***Please perform the same procedure to download and install the other download links included such as: WPO X6 Content Installer, WinZip Courier, WinZip 16 Pro, VideoStudio Essentials X4, KMT OfficeReady and PaperPort 12 SE as well.

***Please do not forget to enable your Windows Firewall, antivirus and UAC (User Access Control Settings) after the installation process.
