

## XML Parsing Error Error 15 Illegal Character

• Corel Other

In some rare cases the error: XML Parsing Error - Error 15 Illegal Character may occur when launching or installing Studio.

If this error occurs, the following steps should resolve it.

## **Step 1: Uninstall Studio**

Note: If you are getting this error while **installing** Studio, then there is nothing to uninstall. Skip this step and proceed to Step 2.

Uninstall the Studio program using the instructions in the appropriate FAQ for your product:

• <u>Uninstall / Reinstall Instructions for Studio 12</u>

Only uninstall at this point, do not reinstall.

## **Step 2: Remove the Studio folder**

The next step is to delete the Studio folder. The default location for this folder is:

• C:\Program Files\Pinnacle\Studio 12

Locate the folder appropriate for your Studio version, right-click on it and select Delete.

## **Step 3: Reinstall Studio**

Reinstall the Studio program using the reinstall instructions included in the FAQ from Step 1.

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