Studio 12 ultimate content is locked or unavailable even though I entered the Ultimate SN

- Pinnacle Legacy

This can be caused by installing the content directly by browsing the ultimate CD and installing the content. The best way to prevent this problem is to put the Ultimate CD in and follow the on screen prompts.

If you have already installed the content of the Ultimate CD by browsing to it, follow these steps:
1. go to Start>Control Panel>Add and Remove programs
2. Browse the list of programs and find the items you installed from the CD and remove them
3. Insert the Ultimate CD in the DVD/CD-ROM drive and follow the on screen prompts to install the content.

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