



Studio does not detect my DV Camcorder but Windows does

- Pinnacle Legacy

This article applies to Studio 12 & 14

For this Windows issue, you can try these steps.

1. Go to Start > Control Panel.
2. In Windows XP click on Add or Remove Programs. In Windows Vista and Windows 7 click on Programs - Uninstall a program.
3. Select Studio 14 and click the Remove button (Windows XP), or the Uninstall button (Windows Vista or Windows 7). Follow any on-screen instructions to remove the software.
4. After this, download and run this tool:
http://cdnexpress2.pinnaclesys.com/SupportFiles/Regdelete/RegDelete_14.exe

Choose All products and hit clean

Run again and choose Studio 12 or 14 and hit clean

Run again and choose User Registration and activation data and hit clean.

Now open Computer or Windows explorer. Go to this folder:

C:\Program Files\ and delete the Pinnacle folder

C:\Users\Public\Public Documents\ and delete the Pinnacle folder

C:\Program Files\Common Files\ delete the Install shield folder

Now restart and install again.