After updating to Studio 14 HFX RTFX or Premium Packs are locked or missing

- Pinnacle Studio

In some rare cases it is possible that after updating to Studio version 14 that Hollywood FX 1, 2, or 3; Premium Pack 1 or 2; or RTFX Volumes 1 or 2 may be missing or locked, or you are getting the error "Feature not found" when entering your activation key, even when the transitions are available. If this problem occurs, please use the following steps to resolve the problem.

Before proceeding, please see this short list of FAQs which may apply to the issue you are having.

- After upgrading to Studio 14, RTFX Volume 2 is missing from the plugin list
- Bonus Content DVD is missing from Studio 14
- Some 3rd party plugins from my previous Studio Ultimate versions are not available in Studio 14.

Step 1 - Run the Content Transfer Wizard: If the content is missing completely, it is possible that you may just need to run the Content Transfer Wizard. In this case, please see the instructions on how to do this here:

How to run the Content Transfer Wizard with Studio 14

This may resolve your issue, if the problem persists, proceed to Step 2.

Step 2 - Regenerate Activation Keys: If the content is listed in Studio 14, but it is locked, try to unlock the content. Within Studio go to Help - Regenerate Activation Keys. This will unlock installed content that we have associated with your purchases. You will also be sent an email with a listed of your Activation Keys. Alternately you can go to this site and follow the instructions to get new Activation Keys sent to your email:

Regenerate Activation Keys

You can enter Activation Keys manually in Studio by going to Help - Enter Activation Keys.

This may resolve your issue, if the problem persists, proceed to Step 3

Step 3 - Download FixMissingPixie.pxm: Download the FixMissingPixie.pxm file.

Click here to download FixMissingPixie.pxm

Step 4 - Run FixMissingPixie.pxm: Make sure Studio 14 is closed, and then double-click on the FixMissingPixie.pxm file to run it. You will not see anything run or install, it will quietly add the necessary files.

Step 5 - Restart: Restart Studio 14 by right-clicking on the Studio 14 icon and select Run as administrator.

Step 6 - Regenerate Activation Keys: If the content is present, but still locked, use your activation key to unlock the locked content. If you need new activation keys sent to you, follow the instructions from this site:

Regenerate Activation Keys

Once the keys are entered, the content should now be unlocked again.

Step 7 - Content Repair: If the content is still missing, browse to the following location:

Windows Vista or Windows 7:

C:\Users\Public\Documents\Pinnacle\ProgramFiles\Pinnacle\Studio14\Programs\PlugIns\RTFx

Windows XP:

C:\Documents and Settings\All Users\Documents\Pinnacle\Program Files\Pinnacle\Studio 14\programs\Plugins\RTFx

Once at this location delete the following files:

- EffectCache
- EditorCache

Next, browse to this location:

C:\Program Files\Pinnacle\Studio 14\Plugins\RTFx\

Once at this location find and delete the folder: HfxXML and all of its contents.

After they are deleted, once again run FixMissingPixie.pxm. Finally restart Studio 14 by right-clicking on the Studio 14 icon and select Run as Administrator. The content should now be available.

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