



Unable to download web video with Copy and Convert in Creator 2010

- Creator NXT

The Web Video Capture Patch has been created to rectify this issue [**here**](#) (towards the bottom of the page). Before downloading, be sure that you have Creator 2010/WinOnCD 2010 *Service Pack 2* installed.

You can also download both *Service Pack 2* and the *Web Video Capture Patch* (aka *May 2010 update*) to rectify the web video issue by launching Creator 2010 or WinOnCD 2010 and then go to *Help* > **Check for Updates**.