

## This feature requires free activation using your online connection in PhotoShow

## • Corel Other

The first time you try to burn a DVD or export a video file, PhotoShow must contact our servers to activate this feature. If PhotoShow is unable to do so, there are two reasons that typically account for this error:

1. Usually when people get this kind of error message, it's because their firewall software is blocking PhotoShow's access to the internet. Most security software suites include a firewall which is designed to prevent viruses, spyware, and adware from gaining unauthorized access to the internet via your computer (or access to your computer via the internet). When installed, these security software programs usually generate a permission list of the applications on your computer, so you can allow or block each specific program from accessing the internet. By default, most programs are blocked from accessing the internet, but these settings can be easily adjusted. Be sure to modify your firewall settings to grant PhotoShow (and if it appears in your programs list, Macromedia Projector) permission to access the internet;. Your security software's Help Guide should include instructions about how to do this.

For information on how to adjust your Windows XP firewall settings, go here: <u>http://support.simplestar.com/t/k/125</u>

For information on how to adjust your Norton firewall settings, go here: <u>http://support.simplestar.com/t/k/109</u>

For information on how to adjust your McAfee firewall settings, go here: <u>http://support.simplestar.com/t/k/108</u>

- 2. If adjusting your firewall permissions doesn't do the trick, the problem may be the LAN/Proxy settings on your internet browser. Follow these instructions to make sure you have the right LAN settings:
  - 1. In Internet Explorer, go to **Tools** and select **Internet Options**.
  - 2. Click the **Connections** Tab.
  - 3. Click the LAN Settings button.
  - 4. Make sure the Use Proxy box on the LAN Settings page is Un-checked.
  - 5. Also make sure the Automatically Detect Settings box is Un-checked.

If you are using Netscape or Mozilla Firefox, go to **Tools->Options->General Tab->Connection Settings** and make sure the **Direct Connection** option is selected.

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