



## **Pioneer WinDVD SE Troubleshooting**

- WinDVD

### **How to Update WinDVD**

You will need to download the update for WinDVD SE:

1. Click [[here](#)] to download the Update, save the file to your Desktop
2. Once the file is downloaded launch the update by double clicking on the file, \*\*\*If you are using Vista you will need to right click on the icon and then select Run As Administrator\*\*\*
3. Follow the Install Wizard instructions and then click on the Finish button once the setup is complete.

You can also download the update from the Pioneer Web Site by clicking [this](#) This upgrade patch cant apply to your version of WinDVD. Setup will now abort...**This means that you are already up to date or you have a different version of WinDVD installed.**

### **How to check your version number:**

1. Launch WinDVD SE
2. Right Click on the WinDVD SE screen, you should then see a drop down menu appear.
3. Select Setup
4. Click on the Information Tab, and on this screen you will be able to see the version number.

## **WinDVD hangs when trying to update the AACCS key**

Please follow the steps below:

### **Windows Vista**

1. Clear cookies and internet temporary files in Internet Explorer 8, [Click Here](#) for help clearing your Internet Explorer 8 cookies and Internet temporary files
2. Turn off UAC ("Control Panel -> User Accounts -> User Accounts -> Turn User Account Control on or off")
3. Reboot machine
4. Play BD again and then start the operations of updating AACCS key.
5. Turn on UAC
6. Reboot Machine

### **Windows XP/Vista and Windows 7**

If you receive an "R" followed by a number error message, please contact [[Corel's Customer Service](#)] in your country.

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