Corel products: Check for Updates and other pop-ups show empty box.

- WordPerfect Office Suite
- WordPerfect Home & Student
- CorelDRAW Home & Student
- PhotoMirage
- CorelCAD
- PaintShop Pro
- MultiCam Capture
- PhotoImpact
- Painter
- VideoStudio
- Corel Office
- PDF Document Writer
- Painter Lite
- AfterShot Pro
- MotionStudio 3D
- Painter Essentials
- CorelDRAW Standard
- PDF Fusion
- AfterShot
- Paint it
- Perfect Authority
- CorelDRAW Essentials
- CorelDRAW Technical Suite
- CorelDRAW Graphics Suite

Symptoms

Using any Corel products, Clicking Help > Check for Updates or Help > Manage Settings.

An empty box appears then nothing happens. The box may or may not have OK in the in it.

Causes

- Damaged stored data in the message settings
- Damaged internet settings preventing communication with the Corel messages server.

Resolution

1) Reset Corel stored message Data

1. Close all Corel products on your computer. (Remember to save your work first!)
2. On your keyboard, press WinKey + R. The Run prompt opens
3. In the Run prompt, type %AppData% and click OK. The AppData folder opens.
4. Browse into the Corel folder
5. Rename Messages to Messages-old. If Messages-old exists, you can use Messages-old1, etc.
    1. NOTE: To rename a folder, right click on it and choose "Rename" from the context menu. Then edit the name or type the new name. Press ENTER to save the change.
6. Close the windows
7. Retry your Corel application

2) Reset internet settings to default

If the above steps did not resolve the issue, proceed with these steps

1. Click Start, type "internet options" in the search
2. Open Internet Options
3. Click on Security tab, Click Reset all zones to default level
4. Click on Advanced tab, click Restore Advanced Settings
5. Restart windows and retry WordPerfect

3) Full reset of internet settings

If the above steps did not work, this may help... it will fully reset Internet Explorer's settings. It is important to read all warnings shown during this process:

1. Click Start, type "internet options" in the search
2. Open Internet Options
3. Click on Advanced tab, Click Reset...
4. Click Reset again
5. Restart windows and retry WordPerfect

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