



## **Resolving compatibility issues between PaintShop Pro 2023 Update 2 and VideoStudio 2023**

- PaintShop Pro
- VideoStudio

The compatibility issue arises from the IPP SDK version in PaintShop Pro 2023 Update 2 not being up-to-date, leading to two significant problems.

- When PaintShop Pro 2023 is alive in the background, it will cause the VideoStudio 2023 launch to fail.
- When VideoStudio 2023 SP1 is alive in the background, the “Welcome” tab of PaintShop Pro 2023 disappears when it's launched.

### **Resolution**

Please follow the steps below to install a hotfix for PaintShop Pro 2023 Update 2.

**Note:** This hotfix is designed explicitly for PaintShop Pro 2023 Update 2 (version 25.2.0.58) and addresses the outlined compatibility issues. If Update 2 isn't yet installed on your computer, please visit the [PaintShop Pro Updates](#) page to download it, then apply the hotfix by following the instructions below.

1. Close PaintShop Pro 2023 application. Ensure PSP2023 is not running before proceeding with the installation.
  2. [Download the hotfix](#) file.
  3. Install Hotfix
    - ◆ Locate and run the **PSP2023\_Update2\_Hotfix1.exe** file.
    - ◆ Follow the on-screen prompts to complete the installation.
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