

## GetPowerDVD Errors:

### "The maximum number of download requests.." or "Reference Number for Customer Support Services"

#### Summary:

- ✓ If you have any difficulty downloading CyberLink's PowerDVD via the GetPowerDVD application, it is strongly recommended that you temporarily disable any firewall, and uninstall any anti-spyware and anti-virus applications before running GetPowerDVD.
- ✓ Once the PowerDVD application is successfully installed, ensure that you enable firewall and reinstall anti-virus application.

#### 1. Disable Windows Firewall

To disable Windows Firewall, follow the procedures below.

##### Windows XP (Service Pack 2)

1. Before you disable your firewall, disconnect your computer from all networks, including the Internet.
2. Click **Start**, click **Run**, type **Firewall.cpl**, and then click **OK**.
3. On the **General** tab, click **Off** (not recommended), and then click **OK**.

##### Windows Vista

1. Click **Start**, **Control Panel**, and then click **Security**
2. Select **Turn on or Off Windows Firewall**
3. Click **Off** (not recommended), and then click **OK**.

##### Windows 7 and Windows 8

1. In Windows 7, click **Start** and then choose **Control Panel**.  
In Windows 8, go to the **Start screen** and click the **Computer** icon. Click **Control Panel Home** on the left side.
2. Click **System and Security**.
3. Click **Windows Firewall**.
4. Click **Turn Windows Firewall on or off** in the Left Pane.
5. Click **Turn off Windows Firewall** option button under Home or work (private) network location settings.

6. Click **OK**.

**Note:** To uninstall 3rd party firewall as well as antivirus applications, please refer to its documentation for further information on how to disable it.

## 2. Contact Creative Support Team

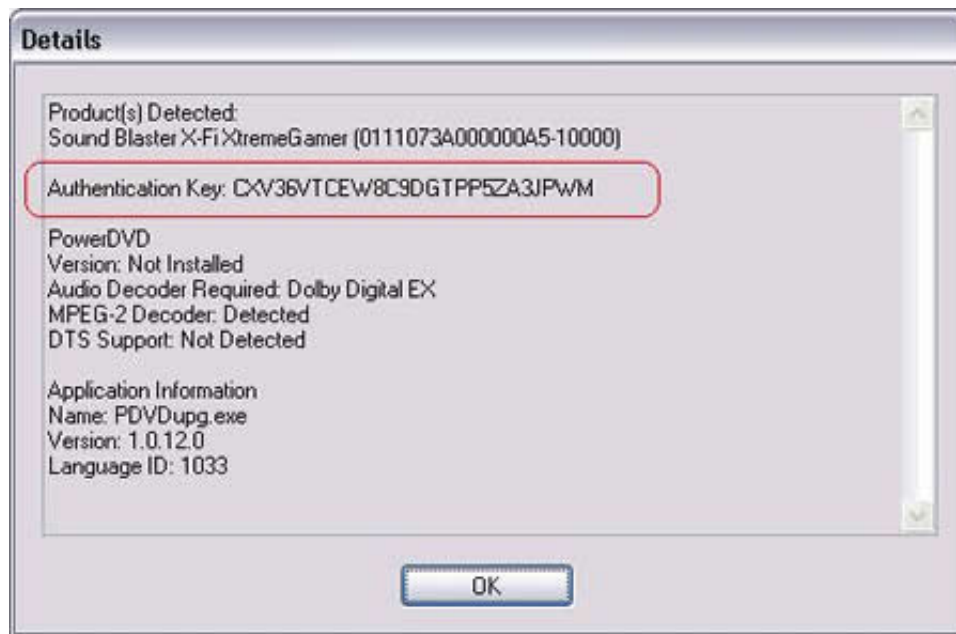
If you continue to have difficulty downloading PowerDVD via GetPowerDVD even after disabling or uninstalling firewall and antivirus applications, please obtain the **Authentication Key** and then contact [Creative Technical Support](#).

To find the **Authentication Key**, click **Start - All Programs - Creative - Sound Blaster X-FI** and then **Get PowerDVD**.

1. Click **Yes** when it prompts if you would like to check for an available upgrade now.
2. Click **Details** when the following window appears.



3. Get the the Authentication Key and Language ID.



Before contacting customer support, you should try the download / installation one more time to ensure that all solutions are covered. If you continue to experience errors, please contact [customer support](#) with the following details:

1. Serial number of the card (or the serial number on the packaging. If the soundcard comes pre-bundled with your pc, please indicate 'OEM'):
2. Network Environment (eg: School network, Home network etc), Are you the administrator for this pc as well?(Yes / No):
3. Operating system which you are installing the card on:
4. Soundcard name and/or model number:
5. Email address:
6. Region/Country you are in currently:
7. Is this your first time installing / downloading the PowerDVD? If no, does it work previously?:
8. Error message encountered:

9. Lastly, the Authentication Key that you have found.

Last updated: December 20, 2012