Pioneer

PRODUCT INFORMATION BULLETIN   **Document # 222905**

DVD-114 – Microsoft Encarta 2000 Conflict

Overview

There is a conflict between the Pioneer DVD-114 drive (firmware versions prior to 1.24) and the Encarta 2000 DVD disc from Microsoft. When installing Encarta Reference Suite 2000 from the disc, the following error message appears:

> *Invalid page fault in module Setup.exe*

When launching Encarta World Atlas 2000 from the disc, the following error message appears:

> *World Atlas has encountered an unknown error*

Details

To correct the situation, download the current firmware version for the DVD114 DVD-ROM drive posted on the Pioneer New Media website.

> http://www.pioneerusa.com/tec.html

An additional cause for these error messages is the installation of EZ CD Creator software from Adaptec or having a CD-ROM installed in your computer. Refer to the Microsoft or Adaptec websites for assistance.

For additional information, refer to the following Microsoft webpage:

> http://support.microsoft.com/support/kb/articles/Q257/3/59.ASP?LN=EN-US&SD=gn&FR=0