SecureSave Troubleshooting Guide

Problem: The Welcome screen does not appear within 60 seconds after disc insertion.

Solution: Verify your writer is compatible to DVD-R media. Verify that AutoRun is enabled on your PC.

To manually start SecureSave: Go to "My Computer" on your PC and double-click on the DVD writer which contains the SecureSave DVD.

Problem: You receive a message upon startup regarding required permissions or SecureSave does not recognize a DVD writer upon software startup ("No drives present" at the bottom of the SecureSave window).

Solution: Verify that you are logged on your PC as an administrator.

Problem: Saved data cannot be seen/accessed on the DVD when the readback drive is different that the drive used to save the data to DVD.

Solution: This is a rare situation caused by different implementation of multisession recording by some DVD hardware manufacturers. It is unrelated to DVD recordable media or SecureSave technology. The data is safely recorded on the disc! In the case that you cannot access the data:

      1. Consult your drive manufacturer and download the latest firmware version.

      2. Use a different DVD readback device to access your data

For more information and product support go to
www.verbatim-europe.com/securesave