<u>Installing PowerDVD 20 (or patches to it) when you get a hang at 96% and USB devices are messed up.</u>

Anything prefaced with **GCB>>** identifies my additions, not from Cyberlink Tech Support.

We understand that when installing the PowerDVD 20 Ultra software it gets stuck at 96%. We are more than willing to assist you.

With reference to your concern, please be advised that the PowerDVD program installation/update will install the Blu-ray movie playback kernel driver/component on Windows OS for the DRM playback feature accordingly.

To have the latest system compatibility on new versions of Windows 10, the new PowerDVD 20 (unlike the previous PowerDVD versions) applies the latest version driver for installation on the new Windows 10 OS.

The new security policy and system design in new versions of Windows 10, the installation of the kernel driver will restart all connected/installed hardware and software-virtualized devices on Windows OS.

For the condition that the installation hangs on the PowerDVD installation process, it might occur when PowerDVD setup was waiting for the Windows OS's feedback of restarting all system connected devices, the Windows OS stopped responding when restarting system devices on your platform.

The root cause of the condition is unknown. However, this installation mechanism (restarting all system devices) is operated and ruled by Microsoft Windows OS, but not designed nor operated by the CyberLink software installer. CyberLink program installation CANNOT reversely control or access when the Windows OS was installing the kernel driver and restarting all connected system devices.

To troubleshoot the installation concerns, we advised to uninstall PowerDVD 20 if any existed at Windows Control Panel > Programs > Uninstall a program.

After uninstalled, reboot Windows.

Apply the attached files to check the installation condition with the following steps:

0. Temporarily unplug non-essential and externally-connected devices (e.g. USB devices) from PC before performing the following processes and PowerDVD installation. (You can freely connect those USB devices back to the PC after the installation has done successfully.)
    GCB>> More on that later, for now, disconnect ALL USB devices except the mouse, even the DVD/BD drive if it is external.

1. Download and extract the attached zip. Link: https://dl-file.cyberlink.com/web/upload-file/qa/2020-12-22/3047899/PDVD20_BD_Driver-1608686536259.zip

2. Enter the extracted folder, and then right-click on the "install.bat" file.

3. Select "Run as administrator" to launch the BD driver setup process.

4. Depends on the hardware device complexity of your platform, the setup time would take a few seconds only or up to about hours to accomplish the installation.
   GCB>> I waited over 2 hours with no results so I checked the install.bat contents and realized the remaining thing to do was to see if the driver install had worked. To do that, open a CMD.exe prompt with Admin authorization and type the following commend:
   sc query clfc15.20
   Press Enter and the command output should give you the RUNNING status that Step 5 asks about below. You can now terminate this CMD window and the one running install.bat.

5. After the provided driver finishes installation, the installation window will show a query report, and one of the whole messages will be as below: "STATE: 4 RUNNING".

6. This message means the driver has been installed successfully.

7. After the above driver is installed, launch the PowerDVD 20 program installer to check if the program installation goes normally.
   GCB>> For me, this installation ran in about 5 minutes and went to 100% complete as expected. Final steps:
   a. you still want to leave all the USB devices (except mouse) disconnected.
   b. Run the PowerDVD you just installed, activate it, and it should be operating OK.
   c. Then do another reboot of the system,
   d. Then reconnect all your USB devices and they should all come back online as normal.

If the driver installation at steps 4~5 did not finish normally, we advise you to give us the screenshot of the driver installation window (of step 5) for further investigation. To take a full-page screenshot.
1. Press PrtScrn on the upper right side of the keyboard.
2. Open Windows Paint (press the Windows button, type the word Paint then click on the result to open the program).
3. Paste the screenshot (press Ctrl+V), then save the file (in .jpg format).

Please feel free to contact us back for further clarification or assistance to CyberLink Products. Use the link below to get back to us:
https://membership.cyberlink.com/support/service/technical-support.do

Thanks and Regards,
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CyberLink Technical Support