

# EXHIBIT A



# Customer Support

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**Real Support Community : RealDVD : License Key for RealDVD will not work after reinstall**

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**License Key for RealDVD will not work after reinstall** [Options](#)

**Juaritos**  
 Visitor  
 Posts: 2  
 Registered: 12-03-2008



Hi, i'm having a problem with my purchased copy of RealDVD. I know the whole litigation going on and everything, but i'm not sure if that is why i'm not allowed to submit my license key for RealDVD which I purchased back when the program came out. I recently restored my computer to its original factory condition, and had saved the realDVD application so i could reinstall it. My problem is that I am stuck on the 30 day trial version because it will not let me register my license key. I've noticed NinjaClick said to one other person to contact customer support, but all I got from the person that I talked to was that there is the whole legal issue going on and they cant sell the product anymore.

Message 1 of 5  
 Viewed 706 times

Can anyone from Real tell me if i will be able to register my purchased license key so I can get out of the trial version? or what do i need to do to make the program work?

12-03-2008 06:42 PM

[Reply](#)
**Re: License Key for RealDVD will not work after reinstall** [Options](#)

**NinjaClick**  
 Real Staff  
 Posts: 35  
 Registered: 10-01-2008

Hi Juaritos,

The reason you can't submit your key is because it's already been used. With a one seat license once used and validated, it's spent. The system restore wiped out any and all information RealDVD kept on your system. We do have a fix for this issue in the works, but until we can release this won't be available to the public. I'll be sending you a private message after this response to try and get you working.

Message 2 of 5  
 Viewed 684 times

Thanks for your time,  
 NinjaClick

[realdvd-support@real.com](mailto:realdvd-support@real.com)

12-04-2008 12:40 PM

[Reply](#)
**Re: License Key for RealDVD will not work after reinstall** [Options](#)

**Juaritos**  
 Visitor  
 Posts: 2  
 Registered: 12-03-2008



Thank you for your response NinjaClick, I haven't checked my email yet, but will do so as soon as I can. Again, thank you.

Juaritos . . .

Message 3 of 5  
 Viewed 653 times  
 12-05-2008 09:56 AM

# EXHIBIT B



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**RealDVD**

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**Real Support Community : RealDVD : License Key for RealDVD will not work after reinstall**

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**juaritos**  
 Visitor  
 Posts: 2  
 Registered: 12-03-2008



Message 1 of 5  
 Viewed 706 times

12-03-2008 06:42 PM

[Reply](#) **Re: License Key for RealDVD will not work after reinstall** [Options](#)

**NinjaClick**  
 Real Staff  
 Posts: 35  
 Registered: 10-01-2008

Message 2 of 5  
 Viewed 684 times

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Thanks for your time,

NinjaClick

[realdvd-support@real.com](mailto:realdvd-support@real.com)

12-04-2008 12:40 PM

[Reply](#) **Re: License Key for RealDVD will not work after reinstall** [Options](#)

**juaritos**  
 Visitor  
 Posts: 2  
 Registered: 12-03-2008



Message 3 of 5  
 Viewed 653 times  
 12-05-2008 09:56 AM

Thank you for your response NinjaClick, I haven't checked my email yet, but will do so as soon as I can. Again, thank you.

Juaritos . . .



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## RealDVD

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Real Support Community : RealDVD : A General Error has occurred.

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Reply

Re: A General Error has occurred.

Options

NinjaClick

Real Staff

Posts: 38

Registered: 10-01-2008

Hi Moon\_Bear,

The RealBurner associated with RealPlayer has nothing to do with RealDVD. RealDVD is a standalone product to save movies to your PC legally. The lawsuit against RealDVD does not affect RealPlayer/RealBurner. Please post in the RealPlayer forum to get help with RealBurner.

<http://real.lithium.com/real/board?board.id=realplayer>

Thanks for your time,  
NinjaClick

[realdvd-support@real.com](mailto:realdvd-support@real.com)

11-07-2008 11:04 AM

Reply

Re: A General Error has occurred. [ Edited ]

Options

**boltar**

Visitor

Posts: 1

Registered: 11-07-2008



I have been following the posts on the RealDVD forum topic shortly after it opened. As there has been no progress toward a solution posted here, I thought it would be worthwhile to describe the same issue in hopes that Real Networks offers a solution or refund.

I purchased Real DVD on 10/11/08 and obtained/entered the registration number after installing the program on my netbook (Asus Eee PC 1000H/XP with 2 GB RAM/320GB HD). There were no errors during installation. I proceeded to transfer about nine of my video DVDs using RealDVD to my hard drive. I was able to obtain information about the DVDs and play them. Less than a week later, I could only 'Resume Play' a music DVD that I had started watching the day before. For any other video, one would obtain a "General Error has occurred. Unspecified error." I had re-entered my registration number with result of obtaining the same error message. So I uninstalled the program and then tried to re-install it --> "The installation of RealDVD could not be completed. A new download will solve the problem." Well, I clicked "Download Now and successfully downloaded a useless zero byte file.

So.....when is the fix coming? or how can I obtain a refund?

Message 32 of 39

Viewed 1,203 times

11-07-2008 06:09 PM

 Reply

 **NinjaClick**  
Real Staff  
Posts: 38  
Registered: 10-01-2008

Message 33 of 39  
Viewed 1,048 times

Message Edited by boltar on 11-09-2008 06:50 PM

Message Edited by boltar on 11-09-2008 06:50 PM

**Re: A General Error has occurred.** [ Edited ] **Options** 

Hi boltar,

This issue is our number one priority, and we are working to find a solution. The download of RealDVD is currently disabled and current information is on [www.realdvd.com](http://www.realdvd.com).

You may contact customer support by email/phone to obtain a refund if you wish to do so. I'm hoping to work with all of you to find a solution when allowed. Until then issues with RealDVD along with "General error" cases may be sent to customer support, message on this thread, or [realdvd-support@real.com](mailto:realdvd-support@real.com)

Thanks for your patience,  
NinjaClick

Message Edited by NinjaClick on 11-12-2008 01:46 PM

Message Edited by NinjaClick on 11-25-2008 10:50 AM

[realdvd-support@real.com](mailto:realdvd-support@real.com)

11-12-2008 01:43 PM

 Reply

**hiphip**  
Contributor  
Posts: 6  
Registered: 10-23-2008



Message 34 of 39  
Viewed 487 times

01-14-2009 02:46 PM

**Re: A General Error has occurred.** **Options** 

Ninjaclick,

I apologize it has taken so long to re-post on this thread. I don't see that there is a solution to this general error problem. In answer to your question, I have over 3TB of space so space is not an issue. Still having the issue only when saving dvd's but only on some dvd's. Help!

 Reply

 **NinjaClick**  
Real Staff  
Posts: 38  
Registered: 10-01-2008

Message 35 of 39

**Re: A General Error has occurred.** **Options** 

Hi hiphip,

Just wanted to be sure about the space. Does the error happen in the middle of the save or as soon as you click save?

Viewed 450 times

Thanks,  
NinjaClick

[realdvd-support@real.com](mailto:realdvd-support@real.com)

01-15-2009 10:39 AM

 Reply

Re: A General Error has occurred.

Options 

**hiphip**  
Contributor  
Posts: 6  
Registered: 10-23-2008



Message 36 of 39  
Viewed 446 times

01-15-2009 11:04 AM

 Reply

Re: A General Error has occurred.

Options 

**hiphip**  
Contributor  
Posts: 6  
Registered: 10-23-2008



Message 37 of 39  
Viewed 444 times

01-15-2009 11:05 AM

 Reply

Re: A General Error has occurred. [ Edited ]

Options 

 **NinjaClick**  
Real Staff  
Posts: 38  
Registered: 10-01-2008

Message 38 of 39  
Viewed 438 times

Ok great. I've seen exactly what you're talking about and these fixes have already been made, now if we could only release. I can't go into specifics, but basically when saving, some movies were looking for files in the wrong spot and that would cause them to stop saving with error at around 10-20%. The other error especially for Wall-E and Prince Caspian, these are Disney and we saw and made fixes around these movies. Specifically these movies don't follow conventional DVD specs and most don't have a DVD logo on the back, it's "Disney DVD". First they report back when saving they are about 60-70 GB which would cause most users to be full even if they aren't, check My DVDs and see the size of the folder, second they were taking about 4-6 hours to save because of bad sectors that Disney throws in and along with their new form of encryption like ARccOS. After a certain number of errors, some drives will time out or say it's had enough, this would cause the error as well. I'm 95% sure that when we release you'll be able to save the movies you have with error. Hope this sheds a little light, but I know it doesn't help you right now.

Thanks for your time,  
NinjaClick

Message Edited by NinjaClick on 01-15-2009 11:33 AM

[realdvd-support@real.com](mailto:realdvd-support@real.com)

01-15-2009 11:31 AM

 **Reply**

**Re: A General Error has occurred.**

**Options** 

**hiphip**  
Contributor  
Posts: 6  
Registered: 10-23-2008

Thanks for the feedback. Looking forward to the release of updates.



Message 39 of 39

Viewed 433 times

01-15-2009 11:42 AM

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# EXHIBIT C

 <b>Reply</b>	<b>Re: A General Error has occurred. [ Edited ]</b>	<b>Options</b> ▼
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 **NinjaClick**  
 Real Staff  
 Posts: 35  
 Registered: 10-01-2008

Hi everyone,

To help us troubleshoot this issue, I'd like you to send me a few files. Anyone who is having this problem please send these files to [RealDVD-Support@real.com](mailto:RealDVD-Support@real.com)

Message 20 of 33  
Viewed 1,219 times

In the root of the drive you are saving to there is a RealDVD folder, inside this is a Database folder please send this folder. In the folder your DVDs are being saved to "My DVDs", open one or more of the problem movies and send the video\_ts.edf. Please Zip or RAR them.

Both of these folders will be on the drive you saved to, external drives will behave the same.  
Were the movies saved before or after purchase?  
For those of you using an external hard drive please send the make, model and size.

Another test to try for users with an external hard drive.(This test can be run by users with internal hard drives for steps 1-3)

1. Delete one of the problem movies using RealDVD
2. Save the movie to the external hard drive
3. Play the movie

Does the movie play? If Yes go on to step 4, if No send your results with the above information.

4. Unplug the external HD

5. Plug it back in

6. Play the movie

Does the movie play? Yes or No send your results with the above information.

Thanks for your time,  
NinjaClick

Message Edited by NinjaClick on 10-24-2008 03:51 PM

[realdvd-support@real.com](mailto:realdvd-support@real.com)

10-24-2008 03:51 PM

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Reply Re: A General Error has occurred. Options

Shamefull\_one

Visitor  
Posts: 2  
Registered: 10-13-2008



This is all well and good but what about those of us who followed the instructions and now can not even use the application.

I WANT THE APPLICATION FILE BACK AND THE ABILITY TO USE THE PROGRAM AGAIN!!!!!!



Message 21 of 33  
Viewed 1,521 times  
10-26-2008 06:51 AM

Reply Re: A General Error has occurred. Options

**NinjaClick**  
Real Staff  
Posts: 35  
Registered: 10-01-2008

Hi Shamefull\_one,  
  
I have sent you a private message.

NinjaClick

Message 22 of 33  
Viewed 1,466 times

[realdvd-support@real.com](mailto:realdvd-support@real.com)

10-28-2008 10:30 AM

Reply Re: A General Error has occurred. Options

**komara**  
Contributor  
Posts: 9  
Registered: 10-03-2008

I have submitted files and waited patiently with no solution or even a response. Please advise.  
komara



Message 23 of 33  
Viewed 1,463 times  
10-28-2008 10:37 AM

Reply Re: A General Error has occurred. Options

**NinjaClick**  
Real Staff  
Posts: 35  
Registered: 10-01-2008

Sorry komara,  
  
I received your files and I'll have them examined today. I was out of the office yesterday.

Thanks for your submission.

Message 24 of 33  
Viewed 1,441 times

[realdvd-support@real.com](mailto:realdvd-support@real.com)

10-28-2008 12:02 PM

 **Reply** **Re: A General Error has occurred.** 

**komara**  
Contributor  
Posts: 9  
Registered: 10-03-2008

Any progress?



Message 25 of 33

Viewed 1,341 times  
11-01-2008 06:51 AM

 **Reply** **Re: A General Error has occurred.** 

**komara**  
Contributor  
Posts: 9  
Registered: 10-03-2008

Any progress (take 2)?



Message 26 of 33

Viewed 1,249 times  
11-03-2008 01:32 PM

 **Reply** **Re: A General Error has occurred.** 

 **NinjaClick**  
Real Staff  
Posts: 35  
Registered: 10-01-2008

Hi Komara,

I'll be sending you another email shortly.

Thanks,  
NinjaClick

Message 27 of 33

Viewed 1,236 times

[realdvd-support@real.com](mailto:realdvd-support@real.com)

11-03-2008 01:59 PM

 **Reply** **Re: A General Error has occurred.** 

**hiphip**  
Visitor  
Posts: 2  
Registered: 10-23-2008

Ok...I have now recorded about 170 movies with RealDVD. I have about 14 that give me the error message and they will not record.



Problem recording:  
Beauty and the Beast  
Mr. Woodcock  
Scream  
Underworld Evolution  
Stuart Little 3  
Sleeping Beauty  
High School Musical  
Lady and the Tramp II  
Fox and the Hound 2  
The Little Mermaid  
House of Flying Daggers  
102 Dalmations  
Suckers  
Planet Earth

Message 28 of 33

Viewed 1,220 times

I don't know if the discs have anything in commen, but just trying to keep information flowing.

11-03-2008 06:17 PM