

R5.0.14 Crashes on Startup

Problem:

Olympus DSS Player Pro Release 5.0.14 crashes at the splash screen and produces an error saying "An unexpected error has occurred. Please contact your OLYMPUS dealer."

Cause:

An internal issue with the DSS Player Pro Release 5.0.14 update.

Solution:

There is no permanent fix for the issue at this point but there are two workarounds...

- Roll back to Olympus DSS Player Pro Release [5.0.13](#) or [5.0.12](#).