



Installation of Creator 2009 rolls back with error message "000D" or "0012"

- Roxio Legacy

Note: Before beginning, make sure if you have minimum freehard drive space requirements of 3 GB for Creator 2010 and 2 GB for Creator 2009.

1. Disable your startup applications using MSCONFIG. This will disable any unnecessary background or system tray applications from loading.

- Go to **Start -> Run**. Type "msconfig" (without quotes) then click **OK**.
- Select the **Startup** tab.
- Click the **Disable All** button.
- Click the **Apply** button, then click the **OK** button.
- Click the **Restart** button.

To reverse this at the end of installation, go back into MSCONFIG and select **Enable All** and restart (that can be done once installation is complete).

Note: Some anti virus/spyware programs may not be disabled using the steps listed above. You may need to check with your anti virus/spyware vendor on how to temporarily disable them.

2. If you are installing from a physical disc, please try to copy the content of the disc to a folder on your hard drive then install from the hard drive. To do this:

- Create a new folder on your Desktop.
- Go to **Start -> My Computer**, then right-click on the Creator installer disc and select **Explore**.
- Select ALL of the files in the installer window and copy to the folder you just created.
- To install from the folder, double click the *setup.exe* file.

3. If you are installing from downloaded files, please follow the steps below to delete the temporary files then try to reinstall again.

- Go to **Start -> Run**. Type "%temp%" (without quotes) then click **OK**. The *Temp* folder will show up.
 - Go to **Edit -> Select All**.
 - Go to **File -> Delete**.
 - Reinstall Creator 2009.
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