

Complete uninstall instructions for Creator 2010 on Windows 7

• Roxio Legacy

The following steps will completely remove any Roxio and Sonic software from your computer.

- 1. Disable your startup applications using MSCONFIG. This will disable any unnecessary background or system tray applications from loading.
- Go to the *Start* menu and type "msconfig" in the *Search programs and files field* and press the "Enter" key.
- In the System Configuration window, select the Startup tab.
- Click the **Disable All** button.
- Then go to the Services tab.
- Uncheck Roxio Hard Drive Watcher 12, Roxio DB12, and Roxio SAIB Service, and Cinema Now Service
- 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. Remove Creator 2010 through the *Programs* Control Panel.
 - Go to Start -> Control Panel
 - Under Programs, click Uninstall a program
 - Click **Roxio Creator 2010**, then click **Uninstall**above the *Name* column. Once this has been removed, you may choose to remove **CinemaNow Media Manager**, **Roxio PhotoShow**, and **SmartSound Quicktracks Plugin**, but it is not essential.
- 3. For the step below you will need to show hidden files. This can be done by clicking *Start -> My Computer* then go up and click on *Organize ->* **Folder and Search Options**. Click on the *View* tab. Make sure **show hidden folders**is selected and click **Apply**.
 - Delete these folders from your hard drive. Not all folders may be present.

NOTE: When trying this step you may receive a message that a "file is in use". Simply drag that file to your desktop and it can be removed after restarting the computer. Also note that "Username" referred to below is the name you use when logging into Windows Vista.

Note: If you have never installed Roxio software prior to Creator 2010, you may not see some items to remove in this step.

C:\Program Data\Roxio

C:\Program Data\Sonic

C:\Program Files\Roxio

C:\Program Files\Roxio Creator 2010 (may include "Special Edition" or "Ultimate")

C:\Program Files(x86)\Roxio - (x64 bit systems only)

C:\Program Files(x86)\Roxio Creator 2010 (..) - x64

C:\Program Files\Common Files\Roxio Shared

C:\Program Files\Common Files\Sonic Shared
C:\Program Files\Common Files\PX Storage Engine
C:\Users\Username\App Data\Local\RoxioCentralFXv
C:\Users\Username\App Data\Local\ Sonic_Solutions
C:\Users\Username\App Data\Roaming\Roxio
C:\Users\Username\App Data\Roaming\Sonic Solutions
C:\Users\Username\App Data\Roaming\Roxio Log Files
C:\Users\Username\App Data\Local\Roxio (x86/x64)

Empty the recycle bin once the steps above are completed.

• Clean your registry.

WARNING: THE NEXT STEP INVOLVES EDITING YOUR SYSTEM REGISTRY. WE STRONGLY RECOMMEND YOU EXPORT YOUR REGISTRY BEFORE ATTEMPTING ANY EDITING. EDITING YOUR REGISTRY INCORRECTLY CAN CAUSE IRREPARABLE SYSTEM DAMAGE.

A. To export a copy of your registry, please do the following

- Click on **Start** --> Type "regedit" in the *Search* field and press **Enter** on your keyboard.
- Locate and left click **File** in the upper left hand corner of the *Registry editor*.
- Click **Export** (**Export range "All"** should be selected).
- Choose a location on your hard drive and give the file a name.
- Click **Save**. Your registry should now be backed up in a .reg file to the location you specified B. Download and unzip [[../softwareupdates.roxio.com/gm/updaters/emc/c2010/Clean_2010.ziplthis file]] and double click the contents. It will safely clean out your registry of Roxio entries needed to solve this issue.
- Restart the computer then reinstall Creator.

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