



Drive not detected or missing after install

- Creator NXT

Note: This issue was resolved in Creator 8 and higher. Visit the **Roxio Upgrade Center** for the latest version of Creator or call our Inside Sales Team at **1-877-582-6735** (Monday - Friday, 9:00 A.M. to 7:00 P.M., EST - excluding Roxio holidays).

After installing Easy CD Creator 5 or Easy CD and DVD Creator 6 in Windows 2000 or Windows XP, sometimes Windows no longer shows any of your DVD or CD Drives.

Other Suggestions:

- Microsoft also has a general KB article regarding this issue [here](#).
 - You can also resolve this issue by upgrading to the latest version of Easy Media Creator [here](#).
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