

Server Error in REDIRECTSERVER Application

Creator NXT

Issue: After launching Roxio products (ex. Creator 2012, Game Capture, VHS to DVD etc), you may see an error message "Server Error in '/REDIRECTSERVER' Application" in the main window.

Cause: This may be caused by a temporary server issue at the time the application requested content to be displayed. This does not affect any functions in Roxio Products.

Resolution: Please try again at a later time.

Sometimes you need to clear the cache for your default browser to resolve the issue.

Here are the steps:

I am using Internet Explorer

- 1. Open Internet Explorer and click on the "Tools" menu
- 2. Click on "Delete browsing history"
- 3. Make sure "Preserve Favorites website data" is check marked
- 4. Make sure "Temporary Internet files" is check marked
- 5. Click on the "Delete" button, located at the bottom of the window

I am using Firefox

- 1. Open Firefox and click on "Firefox" button, located at the top left of the window
- 2. Click on "Options" and then click on "Advanced"
- 3. Click on the "Network" tab
- 4. In the section called Cached Web Content, click on "Clear Now"
- 5. Click on "OK" at the bottom of the window

I am using Google Chrome

- 1. Open Google Chrome and click on wrench icon, located on the top right side of the window
- 2. Click on the "History" link on the top left side of the window
- 3. Click on "Clear All Browsing Data"

After the steps above, exit Roxio software then launch it again.

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