

<u>Installation rolls back then prompts "Set up is interrupted?</u> <u>message</u>

• Corel Other

Issue: Installation rolls back then prompts "Set up is interrupted? message when trying to install Roxio products

Resolution:

- 1. Please make sure you have the latest Windows updates installed.
- 2. Temporarily disable Anti-Virus/Security software or disable Startup items from msconfig.
- 3. If the installation rolls back at DirectX, install DirectX from DIRECTX_FEB10 folder on the disc or <u>online from Microsoft</u> first then reinstall.
- 4. If the installation rolls back at .Net Framework or has error 0643, uninstall .Net Framework 3.5 SP1 from Control Panel or follow the instructions from the Microsoft KB article below http://support.microsoft.com/kb/976982/
- 5. If installing from disc, try copying all files from the disc to a folder on the hard drive then installing from hard drive.

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