

# Windows Installer service could not be accessed during installation

- Corel Other
- 1. Unregister and re-register the windows installer

## Windows XP

- Go to **Start** --> **Run** then Type: "msiexec /unregister" then click **OK**. (Proceed to nest step if there is no error message)
- Go to **Start** --> **Run** then Type: "msiexec /regserver" then click **OK**. (Proceed to nest step if there is no error message)
- Try to install Roxio software again.

#### Windows 7 and Vista

- Click on **Start** --> type "msiexec /unregister" in the *Search* field and press **Enter** on your keyboard.
- Click on **Start** --> type "msiexec /regserver" in the *Search* field and press **Enter** on your keyboard.
- Try to install Roxio software again.
- 2. Restart Windows Installer Service

# Windows XP

- Go to Start --> Control Panel --> Administrative Tools --> Services.
- Find **Windows Installer**, right click on it and choose **Start**. Close *Service* window.
- Try to install Roxio software again.

## Windows 7 and Vista

- Go to Start --> Control Panel --> System and Maintenance --> Administrative Tools --> Services.
- Find **Windows Installer**, right click on it and choose **Start**. Close *Service* window.
- Try to install Roxio software again.
- If the error persists it is recommended to contact Microsoft for further assistance.