

Agent has failed to install properly" when updating certain Roxio software on Windows 7.

• Corel Other

To correct this:

- 1. Close out of any dialog boxes and error messages and then reboot your computer. In most cases the files will be restored and the problem resolved.
- 2. If rebooting does not resolve the problem reinstall your software.
- 3. If you are running a program that that optimizes your computer by automatically clearing hard disk space, adjust the programÕs preferences so that it doesnÕt clean the *Downloaded Program Files* folder.
- 4. When running Disk Cleanup, be sure **Downloaded Program Files** is unchecked before running the tool.

Once you have completed the install, back up the files in the *Downloaded Program Files* folder to another location on your computer so you can replace them if they should accidentally be deleted again.

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