

## Software Updates will not download

• Corel Other

Roxio requires that users be registered to receive <u>software updates</u>. If you are registered customer and can't download the update(s):

- 1. Temporarily disable your PC or router firewall. Please refer to your manufacturer or the Windows Help file to do this
- Do not use a download manager. While convenient, they may have accessibility issues to the site.
- Use the default browser:
  - ♦ If using a PC, use Internet Explorer. The Roxio Support site is compatible with most popular browsers including Firefox, but security settings may differ between multiple browsers on your PC
  - ♦ If using a Macintosh, use Safari, Camino, or Netscape but use Safari as the default.
- If the above fails, it maybe attributed to a background process. You will need to disable these processes to see if it resolves the issue:
  - ♦ For PCs: Go to *Start* --> **Run** --> and type "msconfig". Click on the Startup tab. On the bottom right of the window, click **Disable All**. Then click **OK** and reboot the system.
  - ♦ Macintosh users will need to reboot and hold down the "Shift" key. After booting up, launch Safari and try to download again.

© 1985-2024 Corel. All rights reserved.