

Runtime error when launching a Creator component

• Roxio Legacy

There are several reasons why a runtime error would occur. Try the following steps to troubleshoot the issue -

- 1. If you are on Windows Vista/7, try to launch the component as Administrator by right click on it then choose Run As Administrator.
- 2. Create a new user account and launch from new user account. If no error, go back to old account and launch Creator component again.
- 3. Temporarily disable your anti-virus software. Restart the installation process and choose the repair option.
- 4. Uninstall Roxio Creator. Follow the steps in the article below to prepare your computer before reinstalling.

Preparing your computer for installing Roxio products

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