



## How to re-create the Upper and Lower filter values

- Roxio Legacy

### 1. Create a System Restore Point

- Click on the **Start --> All Programs --> Accessories --> System Tools -->System Restore**
- Make sure there is a dot beside **Create a restore point** and click **Next**
- When prompted for a restore point description type "Before Roxio Troubleshooting", then click the **Create**
- Click on the **Close**

### 2. To export a copy of your registry, please do the following:

- Click on the **Start --> Run**
- Type "regedit" and click the **OK**
- Locate and left click **File** in the upper left hand corner of the Registry Editor, then click on **Export**
- Choose the Desktop as the location to save the file in, and name the file "regbackup"
- Also ensure that under the **Export Range** section there is a dot beside **All**
- Click "**Save**

Your registry should now be backed up to a file named "regbackup.reg" on your desktop.

**WARNING: THE NEXT STEPS INVOLVES EDITING YOUR SYSTEM REGISTRY. WE STRONGLY RECOMMEND YOU EXPORT YOUR REGISTRY BEFORE ATTEMPTING ANY EDITING. EDITING YOUR REGISTRY INCORRECTLY CAN CAUSE IRREPARABLE SYSTEM DAMAGE. WE RECOMMEND THAT IF YOU DO NOT FEEL COMFORTABLE EDITING YOUR REGISTRY THAT YOU SKIP THESE STEPS.**

### 3. Remove the UpperFilters and LowerFilters value

- Expand the **HKEY\_LOCAL\_MACHINE** key (looks like a folder) by double clicking it (or clicking the "+" next to it.)
- Expand the **SYSTEM** Key
- Expand the **CurrentControlSet** Key
- Expand the **Control** Key
- Expand the **Class** Key
- Please look for a key containing the following string of letter and numbers:  
{4D36E965-E325-11CE-BFC1-08002BE10318}
- High light this key by left clicking once on it
- On the right hand side you are looking for **UpperFilters** and **LowerFilters** under the **Name** column, once you find these please delete them by right clicking on them and choosing "delete"

Note: It will be easier to use the Registry editor in the future if you collapse the keys that you expanded by double clicking the expanded key (or clicking the "-" next to them.)

- Exit the registry

### 4. Run RoxiAssist to Re-create the Filter values

- Click on the **Start --> My Computer**

- Double click on the **Local Disk C:** icon (The drive letter might be different on your PC, the drive you want to double click on is the one which you installed the software to)
- Double click on the **Program Files** folder, then double click on the **Common Files** folder, then double click on the "Roxio Shared" folder, then double click on the **Upgrade** folder
- Double click on the **roxassist** icon
- If you receive a message to shutdown and reboot the PC please do so. After you reboot you might receive the message stated in step f. If you do please click on the **OK** button
- If you receive the message "Roxio Assistant ran successfully. Ret Code: XXX" (Where XXX represents a 3 digit code) then click on the **OK** button.

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