



Easy Media Creator 10 rolls back during installation

- Creator NXT

1. Download and install Microsoft Windows Installer Clean Up Utility to remove Roxio and Sonic software.

- Click [here](#) to go to the download page.
- Scroll down to and click on **Download the Windows Installer Cleanup Utility package now.**
- Click on **Save** and choose to save it on your Desktop.
- On your Desktop, double-click on **msicuu2.exe** file and follow the on-screen instructions to install.
- Click on **Start --> All programs --> Windows Install Clean up.**
- Select any entry started with Roxio/Sonic and DirectXInstallService.
- Click on **Remove.**
- Reinstall the software.

If problem persists, proceed to the next step.

- Temporarily disable any anti-virus/internet security/firewall software on your computer and try running the installation again.

If problem persists, proceed to the next step.

- Create a new user account with Administrator rights and reinstall from the new user account.

Windows XP

- Go to **Start --> Control Panel --> User Accounts.** Create a new user account named **Roxio** as *Computer Administrator*.
- Restart the computer and log into the Roxio account.
- Reinstall Roxio Easy Media Creator in the Roxio account.

Windows 7 and Vista

- Go to **Start --> Control Panel --> Add or remove user accounts.** Create a new user account named **Roxio** as *Computer Administrator*.
- Restart the computer and log into the Roxio account.
- Reinstall Roxio Easy Media Creator in the Roxio account.

Related Articles:

[Complete Uninstall of Creator 9 and 10 on Windows Vista](#)

[Complete Uninstall of Creator 9 and 10 on Windows XP](#)
