

Complete uninstall instructions for Creator 2011 2012

• Creator NXT

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Users should always try to remove Roxio Creator 2011/2012 from Control Panel in Windows.

Windows 7 and Vista: Start button > Control Panel > Programs and Features

Windows XP: *Start* > Control Panel > Add/Remove Programs

The solutions below should only be tried if you encounter installation issue after you have removed Creator 2011/2012 using the uninstall options in Windows:

The Creator 2011 System Cleaner should only be used as a last resort and will wrok with both Creator 2011 and 2012. Please read the instructions carefully to ensure the Creator 2011 System Cleaner works properly.

To use the System Cleaner:

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1. Stop any Roxio installation or program processes.

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• Extract the Creator 2011 installer:

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• If you downloaded Creator 2011, you will need to extract the installer .exe file to a new folder. You may need to download a program to extract the installer - such as WinZip (trial). If the .exe extracting capability is installed, right-clicking on the .exe file will give you a menu option to extract it. Be sure to extract the .exe to a new folder on your hard drive.

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• If your installer is on a disc, right-click on the installation disc and select Explore to open it. Then copy all the files to a new folder on your hard drive.

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 Download and install the Creator 2011 System Cleaner <u>here</u>. After downloading, unzip the C2011_CleanSystem.bat file to the folder where the installer files are extracted to in Step 2. It should be in the same folder as the Creator 2011 *setup.exe* file.

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• Double-click C2011_CleanSystem.bat to begin the process.

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- The process should take a few minutes to complete.

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