

C++ Runtime Error when launching Easy Media Creator

• Creator NXT

1. You will need to restart the services manually in order for these errors to be resolved.

- Go to Start --> Run --> type in "msconfig" and click OK.
- Click on the **Services** tab in the *System Configuration Utility* window.
- Activate the following services by checking them (numbers will vary depending on the version of Easy Media Creator you have installed):
- RoxioDB9
- Roxio Hard Drive Watcher 9
- Roxio UPnP Renderer9
- Roxio UPnP Server 9
- LiveShare P2P Server 9

If you have Creator 8, then the number "9" will not appear in the service name.

- Click **Apply**, then **Close**.
- You will receive a message to **Restart** or **Exit Without Restart**. Choose **Restart**.
- After restarting, a new dialog window will pop up saying your system configuration has changed. Check the box at the end of the message to stop the message from reappearing. Click **OK**.
- Launch Easy Media Creator.

If the services do not exist in the *System Configuration Utility*, you will need to reinstall Easy Media Creator with your AntiVirus and Firewall applications off. Please consult your AntiVirus and Firewall manufacturer on how to temporarily disable their applications.

If problem persists, proceed to the next step.

- Disable DirectX Video Acceleration:
- Open Windows Media Player.
- Go to File --> Tools --> Options.
- Click on the **Performance**
- Click on Advanced under Video acceleration.
- Uncheck Turn on DirectX Video Acceleration.
- Launch Easy Media Creator.
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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 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.

NOTE: If the above the instructions do not resolve the issue, you may need to perform a clean installation of your software to correct the issue

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