



Server Error in REDIRECTSERVER Application

- Creator NXT

Issue: After launching Roxio products (ex. Creator 2012, Game Capture, VHS to DVD etc), you may see an error message "**Server Error in '/REDIRECTSERVER' Application**" in the main window.

Cause: This may be caused by a temporary server issue at the time the application requested content to be displayed. This does not affect any functions in Roxio Products.

Resolution: Please try again at a later time.

Sometimes you need to clear the cache for your default browser to resolve the issue.

Here are the steps:

I am using Internet Explorer

1. Open Internet Explorer and click on the "**Tools**" menu
2. Click on "**Delete browsing history**"
3. Make sure "**Preserve Favorites website data**" is check marked
4. Make sure "**Temporary Internet files**" is check marked
5. Click on the "**Delete**" button, located at the bottom of the window

I am using Firefox

1. Open Firefox and click on "**Firefox**" button, located at the top left of the window
2. Click on "**Options**" and then click on "**Advanced**"
3. Click on the "**Network**" tab
4. In the section called Cached Web Content, click on "**Clear Now**"
5. Click on "**OK**" at the bottom of the window

I am using Google Chrome

1. Open Google Chrome and click on wrench icon, located on the top right side of the window
2. Click on the "**History**" link on the top left side of the window
3. Click on "**Clear All Browsing Data**"

After the steps above, exit Roxio software then launch it again.
