

Complete Uninstall of Creator 2009 and 2010 Windows Vista and 7

• Creator NXT

The following steps will completely remove any Roxio and Sonic software from your computer.

<u>Note</u>: The removal of Creator 2009 from Windows 7 is provided for customers who are upgrading from Vista to Windows 7, and wish to install Creator 2010, which is Windows 7 certified. Creator 2009 is not compatible with Windows 7. To see a full list of Windows 7 compatible products, <u>click here</u>.

To reverse this at the end of installation, go back into MSCONFIG and select **Enable All** and restart (that can be done once installation is complete).

Note: Some anti virus/spyware programs may not be disabled using the steps listed above. You may need to check with your anti virus/spyware vendor on how to temporarily disable them.

- 1. Disable your startup applications using MSCONFIG. This will disable any unnecessary background or system tray applications from loading.
- Go to *Start* and type "msconfig" (without quotes) into the *Start Search* field and press the "Enter" key.
- Select the **Startup** tab.
- Click the **Disable All** button.
- Click the **Apply** button, then click the **OK** button.
- Click the **Restart** button.

1. Remove Creator 2009 through the Programs Control Panel.

- Go to *Start* -> Control Panel
- Under Programs, click Uninstall a program
- Click Roxio Creator 2009, then click Uninstall above the Name column.
- 1. For the step below you will need to show hidden files. This can be done by clicking *Start -> My Computer* then go up and click on *Organize ->* Folder and Search Options. Click on the *View* tab. Make sure show hidden folders is selected and click Apply.
- Delete these folders from your hard drive. Not all folders may be present.

<u>NOTE</u>: When trying this step you may receive a message that a "file is in use". Simply drag that file to your desktop and it can be removed after restarting the computer. Also note that "Username" referred to below is the name you use when logging into Windows Vista.

C:\Program Data\Roxio C:\Program Data\Sonic C:\Program Files\Roxio C:\Program Files\Roxio Creator 2009 (may include "Special Edition" or "Ultimate") C:\Program Files(x86)\Roxio - (x64 bit systems only) C:\Program Files(x86)\Roxio Creator 2009 (..) - x64 C:\Program Files\Common Files\Roxio Shared C:\Program Files\Common Files\Sonic Shared C:\Users\Username\App Data\Local\RoxioCentralFX C:\Users\Username\App Data\Roaming\Roxio C:\Users\Username\App Data\Local\Roxio (x86/x64)

Empty the recycle bin once the steps above are completed.

• Remove these keys from the registry:

WARNING: THE NEXT STEP 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.

To export a copy of your registry, please do the following

- Click on Start --> Type "regedit" in the Search field and press Enter on your keyboard.
- Locate and left click **File** in the upper left hand corner of the *Registry editor*.
- ♦ Click Export (Export range "All" should be selected).
- Choose a location on your hard drive and give the file a name.
- Click Save. Your registry should now be backed up in a .reg file to the location you specified

Registry Edit instructions for **HKEY_CURRENT_USER** folder:

- Click on **Start** --> Type "regedit" in the *Search* field and press **Enter** on your keyboard.
 - Double-click the **HKEY_CURRENT_USER** folder this will expand or open the folder.
 - ◆ Locate the **Software** folder.
 - Locate the **Roxio** folder.
 - Right click on **Roxio** and click **delete**.
 - Do the same for the **Sonic** folder (if present).
 - ◆ Close the **HKEY_CURRENT_USER** folder.

Registry Edit instructions for HKEY_LOCAL_MACHINE folder:

- Double-click the **HKEY_LOCAL_MACHINE** folder this will expand or open the folder.
 - ◆ Locate the **Software** folder
 - ◊ Locate the *Roxio*, *Sonic*, *Sonic Desktop Software* folders
 - Right click on each folder and click **Delete**.
 - ♦ Locate the *Wow6432Node* folder
 - Right click on the *Roxio* and *Sonic* folders and click **Delete**.
 - ♦ Close the **HKEY_LOCAL_MACHINE** folder.

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• Restart the computer then reinstall Creator.

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