



Windows Installer service could not be accessed during installation

- Corel Other

1. Unregister and re-register the windows installer

Windows XP

- Go to **Start** --> **Run** then Type: "msiexec /unregister" then click **OK**. (Proceed to next step if there is no error message)
- Go to **Start** --> **Run** then Type: "msiexec /regserver" then click **OK**. (Proceed to next step if there is no error message)
- Try to install Roxio software again.

Windows 7 and Vista

- Click on **Start** --> type "msiexec /unregister" in the *Search* field and press **Enter** on your keyboard.
- Click on **Start** --> type "msiexec /regserver" in the *Search* field and press **Enter** on your keyboard.
- Try to install Roxio software again.

2. Restart Windows Installer Service

Windows XP

- Go to **Start** --> **Control Panel** --> **Administrative Tools** --> **Services**.
- Find **Windows Installer**, right click on it and choose **Start**. Close *Service* window.
- Try to install Roxio software again.

Windows 7 and Vista

- Go to **Start** --> **Control Panel** --> **System and Maintenance** --> **Administrative Tools** --> **Services**.
- Find **Windows Installer**, right click on it and choose **Start**. Close *Service* window.
- Try to install Roxio software again.

- If the error persists it is recommended to contact Microsoft for further assistance.