



Drag-to-Disc general troubleshooting

- Corel Other

1. Try using low speed CD-R or CD-RW media. Many older CD Recorders are not fully compatible with high-speed or ultra-speed media. Please try using CD-R or CD-RW media that has a speed rating of 1x to 4x to make sure the issue you are experiencing is not due to your blank media.

2. Disable startup and system tray items

- Click on the "Start" button and select "Run".
- Type "msconfig" and then click on the "OK" button.
- Select the "Startup" tab by left-clicking on it.
- Uncheck all items listed. (you may want to make a note of which ones are listed so you can reverse these changes afterward, if necessary).
- Click on the "Apply" button and then click on "Close". Choose "YES" to restart your computer.

3. Remove any other Packet Writing Software

- Click on "Start" and select "Control Panel".
- Double-click on "Add/Remove Programs" icon.
- Look for any other CD Burning or Packet writing software such as:
 - Ahead Nero / INCD
 - Veritas RecordNow / DLA
 - HP RecordNow

If you locate any of the listed software please remove it from your computer then restart your PC.

4. If installed, remove Creative Disc Detector

- In the bottom right hand corner of your screen, beside the Windows clock, look for any icon that has a description of "Disc Detector"
- If you have this icon, you will need to remove it from your computer because it will cause a conflict with Drag-to-Disc.
- To remove Disc Detector, open Control Panel again and search for it.
- Double-click on this icon and select to disable it from starting automatically when Windows loads.
- You will need to restart your computer for these changes to take effect.

5. Disable the IMAPI recording feature (If you are using Windows 2000 Professional, please skip this step)

- Click on "Start" and select "My Computer".
- Right-click on the icon for your CD/DVD recorder and select "Properties".
- Select the "Recording" tab by left-clicking on it.
- Uncheck the checkmark beside the "Enable CD recording on this drive".
- Click on "Apply" and then click on "OK".
- Exit any open windows and restart your computer.

6. Disabling the Autoplay / Auto Insert feature

- a. Click on "Start" and select "Run".

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