



Agent has failed to install properly" when updating certain Roxio software on Windows 7.

- Corel Other

To correct this:

1. Close out of any dialog boxes and error messages and then reboot your computer. In most cases the files will be restored and the problem resolved.
2. If rebooting does not resolve the problem reinstall your software.
3. If you are running a program that optimizes your computer by automatically clearing hard disk space, adjust the program's preferences so that it doesn't clean the *Downloaded Program Files* folder.
4. When running Disk Cleanup, be sure **Downloaded Program Files** is unchecked before running the tool.

Once you have completed the install, back up the files in the *Downloaded Program Files* folder to another location on your computer so you can replace them if they should accidentally be deleted again.