



Software Updates will not download

- Corel Other

Roxio requires that users be registered to receive software updates. If you are registered customer and can't download the update(s):

1. Temporarily disable your PC or router firewall. Please refer to your manufacturer or the Windows Help file to do this.
- Do not use a download manager. While convenient, they may have accessibility issues to the site.
 - Use the default browser:
 - ◆ If using a PC, use Internet Explorer. The Roxio Support site is compatible with most popular browsers including Firefox, but security settings may differ between multiple browsers on your PC
 - ◆ If using a Macintosh, use Safari, Camino, or Netscape - but use Safari as the default.
 - If the above fails, it maybe attributed to a background process. You will need to disable these processes to see if it resolves the issue:
 - ◆ For PCs: Go to *Start --> Run -->* and type "msconfig". Click on the Startup tab. On the bottom right of the window, click **Disable All**. Then click **OK** and reboot the system.
 - ◆ Macintosh users will need to reboot and hold down the "Shift" key. After booting up, launch Safari and try to download again.
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