Preparing your computer for installing Roxio products

- Corel Other

Roxio PC products, especially Creator, are powerful programs with many components running in the background to give creative flexibility for audio, photos, and video. To make sure they install properly so you can get the most out of your Roxio product, do the following before installing:

1. Perform a Windows Update HERE (Internet Explorer required). Once you have reached the Windows Update page, select the **Custom** button. The Custom option will include of the essential Windows component updates needed to run your Roxio software including, the latest operating system service pack, important updates to Windows Media Player, Internet Explorer, DirectX and specific hardware updates.

   If you do not see all of these updates, you are most likely updated, but for safety we'll go through each item that your need.

- Install the latest video card drivers. By doing this, you will ensure that your Roxio application runs at top performance for editing and converting video.Even if you updated your video card drivers as recently as a month ago, it's always to good to do a safety check. Contact your video card manufacturer for the latest video card drivers. If you purchased your computer as a complete system (like Dell or HP), then go to the manufacturer's website for the latest drivers.

  If you purchased your video card separately, then you will need to find out your make and model and go to the video card manufacturer's website to download.
  - Windows XP: Go to **My Computer** and choose **Properties**.
  - Windows 7 and Vista: Go to **Start** --> **Control Panel** --> **System and Maintenance** --> **Device Manager.**
  - Click on the **Hardware** tab.
  - Select **Device Manager**
  - Double-click **Display Adapters**. You're video card make and model is displayed.
  - To find out the driver details (such as version), right click on the make and model under**Display adapter**, and select **Properties**.
- Update Microsoft DirectX. Instructions from Microsoft HERE. Direct X helps assist with audio and video components of Roxio products.
- Update to the latest version of Windows Media Player HERE. Windows Media Player helps assist with audio and video components of Roxio products.
- Update your audio drivers. Like your video card, you can get these from your computer or audio card manufacturer's website.
- Update your burner's firmware. You can find complete directions for this in the article Updating Firmware for CD/DVD Burners.
- Make sure you are logged in as the Administrator of your computer before installing.
- Turn off your anti-virus software during install. In some cases, all the installation activity may alert your anti-virus software that there is a potential threat and block installation of key components. Once you are done installing your software, turn your anti-virus software back on.
- Be sure to turn off any other background processes that may interfere with installation. In addition to anti-virus software mentioned above, streaming video, copying files, or running other applications can hinder a successful install. One of the safest ways to ensure that these extra processes are turned off is to follow these directions:
  - Windows XP: Go to **Start** -> **Run**. Type "msconfig" (without quotes) then click**OK**.
  - Windows 7 and Vista: 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.

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).

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