



Roxio: "The program can't start because d3dx9_33.dll is missing from your computer" when attempting to launch VideoWave

- Roxio Easy VHS to DVD Plus
- Creator NXT
- Roxio Easy CD and DVD Burning 2

Symptoms

When attempting to launch your VideoWave program, you receive the error message "The program can't start because d3dx9_33.dll is missing from your computer. Try reinstalling the program to fix this problem."

Cause

The d3dx9_33.dll is a dynamic link library (DLL) file that is part of the DirectX runtime package, which gets installed on your system alongside Roxio Creator NXT and its derivatives, e.g., Easy CD & DVD Burning. The error message comes up if the DLL, for some reason or another, gets corrupted.

Resolution

The problem can be resolved by installing a fresh copy of the DLL file from your Roxio program's DirectX installer. Creator NXT 9 is used in this example.

Follow the steps below:

1. Open the folder where your Creator NXT 9 installer was downloaded.
Note:
By default, this would be on the Windows Desktop screen; look for the "CreatorNXT9" folder.
2. Open the folder and locate the DirectX_Feb10 subfolder.
3. Locate the file called "dxsetup.exe", and double click on it; it will start installing the required DirectX runtime files, and will replace any corrupted DLL files.
4. Follow the onscreen prompts and wait for the installation to complete.
5. After that, you will need to restart your computer first before trying VideoWave again.

Your VideoWave program should run now without a hitch.