

## Roxio Gets Screwed After Blackberry Desktop Manger Is Installed

**Problem:** *NOTE: This only pertains to XP Machines!!!* When you install the new version 4.7 or previous version of the Blackberry Desktop Manger software you find that it screws up Roxio. The Desktop Manager software installs fine however when you reboot you find that as soon as you open Roxio you get the following message...



If you try to click Browse and search for the file on the Roxio disc, you will find that you can locate the file fine but when you click ok this screen returns. If you click on Cancel you will see the following screen below....



If you click ok you will notice that the first screen appears again and the process starts all over again. If you finally click cancel enough times you will notice that Roxio will open and you can use the software. However, when you close Roxio and reopen it you find that you get to repeat the process all over again. To fix this see solution below.

**Solution:** There are a number of solutions to this, so I am going to start with the easiest and most obvious one first and also number them 1-3.

- 1) The first thing that you need to do is make sure that Drag To Disc is closed. To do this go to the task bar and on the right hand side find Drag To Disc right-click on it and choose Exit.

- a. Now you will need to go to Control Panel and Add/Remove Programs.
  - b. Uninstall Roxio and all of its components. This includes the Roxio updater if it is listed. **Note: Make sure that you DO NOT do a Repair. You must uninstall it completely.**
  - c. Restart your computer.
  - d. Now reinstall Roxio.
  - e. Restart your computer.
  - f. Roxio should now work fine. If it doesn't then proceed to the other solutions.
- 2) If step one did not work for you then you can try to uninstall both Roxio and Blackberry Desktop Manager. To do this do the following.
- a. First you will need to make sure that Drag To Disc is closed. To do this go to the task bar and on the right hand side find Drag To Disc right-click on it and choose Exit.
  - b. Now you will need to go to Control Panel and Add/Remove Programs.
  - c. Uninstall Roxio and all of its components. This includes the Roxio updater if it is listed. **Note: Make sure that you DO NOT do a Repair. You must uninstall it completely.**
  - d. Restart your Computer
  - e. Now go back to Control Panel and Add/Remove Programs.
  - f. Uninstall the Blackberry Desktop Manager software and all of its components.
  - g. Restart your computer
  - h. Now reinstall Roxio
  - i. Restart your computer
  - j. Now install the Blackberry Desktop Manger software **BUT** make sure when you get to the install (Select Type) you choose **Custom**.
  - k. Now find Media Manager and left-click on it and choose This Feature Will Not Be Available.

- l. Then click on Next and finish the installation.
  - m. Restart your computer
  - n. You should now find that Roxio works properly. As an additional step if you wish to still install Media Manger you can see the step below. If this still did not fix your problem then you will need to go to option 3.
  - o. To install Media Manger you will need to get your BlackBerry Desktop Manger cd, but DO NOT insert it yet.
  - p. Go to Control Panel then Add/Remove Programs.
  - q. Find the Blackberry Desktop Manger software and click on it one time and choose change or change/remove whichever one is presented.
  - r. This will start the installation wizard again and you will need to choose the option of Modify.
  - s. Now find Media Manger and left-click on it and choose This Feature, And All Of Its Sub features, Will Be Installed On The Local Hard drive.
  - t. Finish the installation and close all open windows.
  - u. Restart your computer
  - v. You should notice now that Roxio works fine and also when you go to the Blackberry Desktop Manger Software that the Media Manger is installed as well.
- 3) Unfortunately if steps 1 and 2 did not work for you, you are left with this one which is uninstalling the Blackberry Desktop Manager Software and Roxio. Then Remove Roxio from the registry.
- a. First you will need to make sure that Drag To Disc is closed. To do this go to the task bar and on the right hand side find Drag To Disc right-click on it and choose Exit.
  - b. Now you will need to go to Control Panel and Add/Remove Programs.
  - c. Uninstall Roxio and all of its components. This includes the Roxio updater if it is listed. **Note: Make sure that you DO NOT do a Repair. You must uninstall it completely.**
  - d. Restart your Computer

- e. Now go back to Control Panel and Add/Remove Programs.
- f. Uninstall the Blackberry Desktop Manager software and all of its components.
- g. Restart your computer
- h. Now unfortunately the next step is rather lengthy and I did not come up with it myself, so please use the link below to finish the process.
- i. <http://kb.roxio.com/search.aspx?URL=/content/kb/Creator/000086CR&PARAMS>
- j. Once you have done step 7 on the link above (Reinstall Roxio) do the following steps below.
- k. Now install the Blackberry Desktop Manger software **BUT** make sure when you get to the install (Select Type) you choose **Custom**.
- l. Now find Media Manager and left-click on it and choose This Feature Will Not Be Available.
- m. Then click on Next and finish the installation.
- n. Restart your computer
- o. You should now find that Roxio works properly. As an additional step if you wish to still install Media Manger you can see the step below.
- p. To install Media Manger you will need to get your BlackBerry Desktop Manger cd, but DO NOT insert it yet.
- q. Go to Control Panel then Add/Remove Programs.
- r. Find the Blackberry Desktop Manger software and click on it one time and choose change or change/remove whichever one is presented.
- s. This will start the installation wizard again and you will need to choose the option of Modify.
- t. Now find Media Manger and left-click on it and choose This Feature, And All Of Its Sub features, Will Be Installed On The Local Hard drive.
- u. Finish the installation and close all open windows.
- v. Restart your computer

- w. You should notice now that Roxio works fine and also when you go to the Blackberry Desktop Manger Software that the Media Manger is installed as well.