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## Installation of BlackBerry Desktop Software from CD is stuck at Initializing

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### Environment

- BlackBerry® User Tools CD for the BlackBerry® 8100 Series
- BlackBerry User Tools CD for the BlackBerry® 8300 Series
- BlackBerry User Tools CD for the BlackBerry® 8800 Series
- BlackBerry® Desktop Manager
- Microsoft® Windows® 2000
- Microsoft Windows XP
- Microsoft® Windows Vista™

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### Problem

When attempting to install BlackBerry Desktop Manager using the BlackBerry User Tools CD, a dark window appears that contains the word **Initializing** and a rolling progress bar in the middle.

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### Cause

The CD is faulty.

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### Resolution

To resolve this issue, download the BlackBerry® Desktop Software from the BlackBerry website. Refer to [KB12532](#).

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### Workaround

With the BlackBerry User Tools CD inserted into the drive, complete these steps:

1. Select the **My Computer** icon.
2. Right-click the CD-ROM drive and select **Open**.
3. Navigate to `\files\exec\bbinstaller\`.
4. Open either **blackberrysetup.exe** or **setup.exe**.

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### Products & Services:

- BlackBerry Desktop Software
- BlackBerry 8100 Series
- BlackBerry 8300 Series
- BlackBerry 8800 Series

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