

Re: error message when installing Microsoft Office, 1402

Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.office.setup/2007-02/msg00401.html>

- *From:* Chris Kelly <ChrisKelly@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sun, 18 Feb 2007 17:58:10 -0800
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Have done that with no success. Have tried setting permissions to full control on every subkey in the error message, but as soon as I get as far as RUN, I get an error message: Cannot Open RUN: Error while opening key.

Chris

"Mary Sauer" wrote:

Look at Folder Options in the control panel, View tab, scroll down and clear Use simple file sharing. The permission tab should be visible now in your program properties.

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Mary Sauer MSFT MVP
<http://office.microsoft.com/>
<http://msauer.mvps.org/>
<news://msnews.microsoft.com>

"Chris Kelly" <[Chris Kelly@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:ChrisKelly@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message <news:79B88FFF-DBBF-4891-8D5C-1BB5BC36A7B5@xxxxxxxxxxxxxxxxxxxxx>

Mary, or anyone else, I have been to the knowledge base site you link to, and I can't get as far as the Permissions folder; I get as far as the RUN folder and it says it can't open it.

Similarly in Method 4 on that link, when I go to properties on the data.dat file there is no "Security" tab so I can't go any further.

I am trying to upgrade Office97 to Office 2003, and the key I am getting the error message on is HKEY....Current version\run\optional components\msfs.

I

see that others here have had the same problem but they seem to have been able to solve it using the Permissions tab.

Any help with this frustrating problem would be most appreciated.

Chris

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"Mary Sauer" wrote:

Glad I directed you to the right place, thanks for posting your success. It is appreciated.

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Mary Sauer MSFT MVP
<http://office.microsoft.com/>
<http://msauer.mvps.org/>
<news://msnews.microsoft.com>
<http://officebeta.iponet.net/en-us/publisher/FX100649111033.aspx>

"Zimex" <Zimex@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:84FF10C3-FD1E-4770-BB0C-40222E3DC8E4@xxxxxxxxxxxxxxxxxxxx>

Hi there, well I managed to do that with your help and the help of Microsoft. I had to go to the subkey I wanted to change and make it available for "everyone" and it worked. I am so pleased, it was a real problem, but thank you again.

"Mary Sauer" wrote:

You receive an error message when you install an Office program or open an Office program or document
<http://support.microsoft.com/kb/838687/en-us>

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Mary Sauer MSFT MVP
<http://office.microsoft.com/>
<http://msauer.mvps.org/>
<news://msnews.microsoft.com>
<http://officebeta.iponet.net/en-us/publisher/FX100649111033.aspx>

"Zimex"
<Zimex@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote in message
<news:E6F6D023-DD80-4048-8AD5-AD206D50111E@xxxxxxxxxxxxxxxxxxxx>

Re: error message when installing Microsoft Office, 1402

As the
message
says, it
comes up
when I am
trying to
install
Office XP.

It
says , I am
not the
administrator,
but I am.
Someone
from Dell
told me to
go to start,
click
log-off,
press,
control-Alt,delete
once.

Administrator
& password
box comes
up and there
should be a
drop down
arrow,
which isn't
there, to
select
administrator.

As
it is not
there I
cannot do it.
Any ideas,
please,
greatly
appreciated.

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