

Re: Add/Remove Program problems

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Michael,

Had you used Norton Utilities, it would have resolved this within a fraction the time taken by you. However, I congratulate you for resolving this without using any programs which is far better than installing yet another application which you are likely to use once every 6 months or so.

Best regards,

Michael wrote:

- > *I have found the solution for the problem with white spaces and strange*
- > *shapes in the Add/Remove Program dialog box and it has nothing to do with*
- > *installing SP2. It is because some program we installed did not properly*
- > *install its uninstall information in the Add/Remove Program. However, finding*
- > *which program did it takes some detective work in the Registry.*
- >
- > *Here is how I solved my problem and it should work for anyone else as well.*
- >
- > *Launch 'regedit' and navigate to*
- > *HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall. At*
- > *the same time open Add/Remove Program in the Control Panel. Right click the*
- > *task bar and select 'Tile Windows Vertically' so you can see both open*
- > *windows at the same time.*
- >
- > *In Control Panel, scroll down to the first entry right before the white*
- > *spaces or strange shapes begin. In my case, the white spaces began in the*
- > *M's.*
- >
- > *Go back to the Registry and click the first entry in the 'Uninstall'*
- > *section. Using the down arrow on your keyboard, go down the entries in the*
- > *Registry one line at a time and compare the each entry to the Add/Remove*
- > *Program dialog box to ensure every entry in the Registry have a corresponding*
- > *entry there. In the Registry use the 'DisplayName' key to find the same entry*
- > *in Add/Remove.*
- >
- > *If you find an entry in the Registry and there is not a corresponding entry*
- > *in Add/Remove, chances are that is where your problem lie. In my case, I had*

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> a large gap of white space and strange shapes between the entries in
> Add/remove Programs between the entries starting with the letters 'M.' My
> problem program was "Microsoft Encarta." It was listed in the 'Uninstall'
> section of the Registry, but was not listed in Add/Remove Programs. I right
> clicked the 'DisplayName' key for Microsoft Encarta in the Registry and
> selected 'Delete.' And, 'Presto,' the white space and all the strange shapes
> and colors were gone from my Add/Remove Program dialog box. Close and reopen
> the Add/Remove Program dialog box to see the results. You do not have to
> re-boot.

>
> Try it. It should work for you as well. Remember, when you find the program
> causing the problem, delete only the 'DisplayName' key in the Registry, not
> the entire entry. If you do, you will not be able to delete the program,
> should you want to later on. Good luck.

> --

> Michael

> Owner

>

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I use non Microsoft products wherever possible which requires no activation.

I use Netscape 7.2 as my default browser which has everything I need for my work.

I believe in good Financial Management!! I do not believe in enriching rich jerks!