

Re: How do I remove corrupted registry entries in XP? Tough nut h

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- *From:* John John <audetweld@xxxxxxxxxxxx>
 - *Date:* Mon, 09 Apr 2007 17:27:28 -0300
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qwertydvorakllc wrote:

"qwertydvorakllc" wrote:

"Patrick Keenan" wrote:

"qwertydvorakllc"
<qwertydvorakllc@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote
in message
news:982E3F34-8AFE-42E3-A548-8D906CBC5EDC@xxxxxxxxxxxxxxxxxxxx

On a laptop running XP Pro SP2, I went to install MS Streets & Trips 2006. I had the 2005 version on it previously. I get an error code. The support forum from MS said to delete the following keys from the registry.

HKEY_CLASSES_ROOT\Microsoft.MapPoint.WiFiScanner
HKEY_CLASSES_ROOT\Microsoft.MapPoint.WiFiScanner.1
HKEY_CLASSES_ROOT\Microsoft.MapPoint.WiFiScanResult
HKEY_CLASSES_ROOT\Microsoft.MapPoint.WiFiScanResult.1
HKEY_CLASSES_ROOT\Microsoft.MapPoint.WiFiScanResults10
HKEY_CLASSES_ROOT\Microsoft.MapPoint.WiFiScanResults10.1

THE PROBLEM IS THIS...I can't delete, modify or edit these entries. I can modify, create, and delete other keys, but not these. I backed up the registry first, and when I look at the backup copy, there is nothing for

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these entries. It goes from the key before these start to the key that follows them.

I copied the backup and deliberately entered these values by hand:

```
[HKEY_CLASSES_ROOT\Microsoft.MapPoint.WiFiScanner]
@="test entry"
```

```
[HKEY_CLASSES_ROOT\Microsoft.MapPoint.WiFiScanner.1]
@="test entry"
```

```
[HKEY_CLASSES_ROOT\Microsoft.MapPoint.WiFiScanResult]
@="test entry"
```

```
[HKEY_CLASSES_ROOT\Microsoft.MapPoint.WiFiScanResult.1]
@="test entry"
```

```
[HKEY_CLASSES_ROOT\Microsoft.MapPoint.WiFiScanResults10]
@="test entry"
```

```
[HKEY_CLASSES_ROOT\Microsoft.MapPoint.WiFiScanResults10.1]
@="test entry"
```

When I tried to import the modified backup, these keys were rejected with the claim that I did not have permission to change them.

I am under the Administrator account with full permissions.

1. I don't know why there are registry entries shown by REGEDIT that don't exist when the registry is backed up (how can it be there but not be there).

2. How do I forcibly remove these entries so I can install MS Streets & Trips 2006 when REGEDIT isn't letting me modify or delete the entries?

In all other known respects, the OS and other programs seem to be running properly. These bad entries keep aborting the installation of Streets & Trips (as they can't be modified), and I use that program a lot.

I do have a Norton Ghost image of the hard

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drive from after I initially configured the laptop, but I really do not want to have to backup all the work files, restore the backup image and then reinstall everything since then (plus updates) to fix what should be done by editing out a few lines of text.

Thanks for your help.

Having Admin rights does not automatically give you rights to delete registry entries. You have to go another level within Regedit and set the permissions. Right-click on the key name and choose Permissions, then set it to give your account to Full Control and whatever else you might need. That should let you delete them. Do this for each of the keys you can't delete.

HTH
-pk

I think I tried that already, but I'll give it another go tonight and post what happens. IIRC, it would not let me do that either, but I'll make another attempt.

Well, that doesn't work.

Just clicking on the key produces this message:

"Cannot open _____: Error while opening key."

Any attempt to modify permissions on the keys in question get this message:

"You do not have permission to view the current permission settings for _____, but you can make permission changes."

Then if I try to apply changes, I get this message:

"Unable to save permission changes on _____."
"Access is denied."

I did go to the parent HKEY_CLASSES_ROOT key. Tried doing permission changes there. Now I get the following if I try to delete the keys:

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"Cannot delete _____: Error while deleting key."

I still get the same error messages if I try to change permissions on the individual keys.

Try it in HKEY_LOCAL_MACHINE\SOFTWARE\Classes and see if you can delete the offending key or change permissions there. The HKEY_CLASSES_ROOT subkey is really just a pointer to the HKLM key. If you can do work in the HKLM hive you might have to reboot after you are done to have the information in the HKCR key to update.

John

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