

Re: won't open file

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2009-05/msg00339.htm

- *From:* Jose <jose_ease@xxxxxxxxxx>
 - *Date:* Tue, 5 May 2009 03:59:38 -0700 (PDT)
-

On May 4, 10:57 pm, Jeff C <Je...@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

When I googled Error 1402 I found a website
(<http://www.wissamidrissi.com/2008/02/error-1402-could-not-open-key-so...>)
that said to run "regedit" and under the permissions, add "everyone". I did
that, but the error messages came up again, only this time they said: "Error
1406.Could not write value IsLanguage Configurable to key\Software\SMART
Technologies\Language.Setup\SPU"
I'm about ready to give up...I'm getting into areas that I really don't
understand what I'm doing and why, and what I am doing doesn't seem to be
getting me anywhere.

"Jose" wrote:

On May 3, 1:22 pm, Jeff C <Je...@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

I did as you said, ran the updated Malwarbytes
Anti-Malware, it found two
registry keys and a file infected, I removed them, tried
downloading and
installing the software again, and got the same two messages
again.

"Jose" wrote:

On May 2, 4:16 pm, Jeff C
<Je...@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote:

The download of the
Notebook software from the
Smarttech website goes
fine...once the download is
complete, the Windows
Installation wizard comes
up...when I click "install", it

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starts. The window reads
"Please wait while
Windows configures
Notebook software". Once
it reaches the 0 seconds
remaining, a window opens
with the yellow triangle
with the exclamation mark,
and this is what it reads:
"Error 1402. Could not open
key:
HKEY_LOCAL_MACHINE\Software\SMART
Technologies\Language
Setup. Verify that
you have sufficient access to
that key, or contact your
support personnel."
I click OK, that window
goes away, and it puts a
green checkmark next to
"Installing Notebook
software". Then it starts
installing the SMART board
drivers. Again, as it reaches
the 0 seconds remaining, the
same window with
the yellow triangle pops up
and reads:
"Error 1402. Could not open
key:
HKEY_LOCAL_MACHINE\Software\Smart
Technologies\Calligrapher
Setup.. Verify
that you have sufficient
access to that key, or contact
your support
personnel."
It then puts a green a green
checkmark next to
"Installing SMART board
drivers" and tells me
"Installation is complete".
When I put a checkmark in
the box next to "Run the
program" and click "Finish",
another window opens:
RUNDLL
Error loading C:\Program
Files\SMART
Technologies\Notebook
software\VistaLib32.dll

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The specified module could not be found."

I'm following the exact same procedure my vice-principal followed to get the trial version on her laptop, and it worked for her. I checked the system requirements before I downloaded it , and it stated that "Windows 2000, XP, or Vista" was required. The software loaded and is usable for her, and we are both running Windows XP.

"Jim" wrote:

On Fri, 1
May 2009
21:48:01
-0700, Jeff
C <Jeff
C...@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote:

I've
tried
to
download
a
trial
version
of
Notebook
software
10....during
the
installation
two
error
messages
popped
up
regarding

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a
problem
with
"key"
something...when
I
try
to
open
the
start-up
file
from
the
prefetch
folder,
it
states
that
windows
needs
to
know
what
program
created
it.
It
is
a
..pf
file.
When
I
click
on
"use
the
web
service
to
find
the
appropriate
program",
it
lists
several
sites
that
want

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to
charge
me
a
registration
fee
to
fix
the
problem...seeing
as
it
is
just
a
trial
version
of
the
software,
is
there
any
way
I
can
fix
this
without
paying
for
a
fix?

Why are
you " try to
open the
start-up file
from the
prefetch
folder "
?

That is certainly more details than a problem
with "key" something and
a better chance to figure out the problem.

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If you do a Goggle search for: Error
1402.Could not open key

you will find many links from people with
this same error from trying
to install various software.

If you can get it to work on one computer
but not yours, then there
must be something about your computer that
won't let it work.

Several of the Google hits point to some
kind of infection/virus/
malware that may be on your computer but
not your friends, thereby
thwarting your attempts to install on your
system. Your description
is classic – it downloads fine, but it just
won't install.

Read a few of the top Google hits. Some are
really way too
complicated IMO, but a good disinfectant
seems to ultimately be the
most effective solution.

No matter what other protection software
you are running or how
protected you think you already are, try
Malwarebytes free software..
Download Malwarebytes Anti-Malware,
update and do a full scan, try
again and please report back.

Well, good.

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In the Google search I ran, malware was just one reason people had for encountering this problem – not the only reason, so there still may be some other solutions out there.

If you just search Google: Error 1402

Be sure what you find and read applies to XP and not 98 or ME.

You will get plenty of hits, which seems to have your error exact message – which might happen to usually MS Office applications, but not always and sometimes just what you are trying to install. Seems to be registry permission related. This 1402 error comes up for various software installations and I am going to give you one example.

One person was trying to install something called LabView and says he fixed his with what he read about error 1402 from the Adobe page:

The error message was actually coming from the Microsoft Installer, not from anything related to National Instruments. Also, ironically, what the message said was spot on with one exception, while I personally had access to the registry key, the installer didn't. What I ended up doing was going into the registry using regedit and setting the permissions on the key in questions such that Everyone had full access. After that I uninstalled LabView then reinstalled and it worked fine this time. The step by step follows:

- 1) Open the registry editor by selecting "Run" from the start menu and then typing in "regedit".
- 2) Browse through the registry and select the entry mentioned in the error message.

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- 3) Choose "Permissions..." from either the edit menu or by right-clicking on the registry key's parent directory.

- 4) Click the "Advanced" button to add a new user.

- 5) Type in "Everyone" as the new user and click OK (it may not be necessary to give everyone full control but this is what I did and it worked).

- 6) Configure the permissions for user "Everyone" to "Full Control"

- 7) Uninstall LabView (if necessary) and re-install.

Check out some of those links and report back.

Well, at least it is different, but there are also Google results that tell you how to deal with that.

Does the error include something like HKEY_LOCAL_MACHINE in it?

I forgot to ask – are you running any kind of Norton or Symantec anti virus, firewall, internet security, anti spam software on the afflicted computer?

A lot of these 14XX errors seem to come up when an installation tries to add stuff to the registry or set permissions on something that is already in the registry – and can't. I am learning this as I go!

All of your stuff seems to point to HKEY_LOCAL_MACHINE\Software\Smart Technologies\<something...>. Assuming you have installed software successfully in the past, why is only this software giving you problems? You (your XO login) either doesn't have permission of the software is... not robust.

You have to pay attention to the registry entry the error is telling you. The installation is unable to create it, write to it or change it for some reason – probably lack of permissions. You need to use regedit to find the key in the error message and open up the permissions assuming your logged in user has rights to do such things (are you an administrator?).

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I think that pretty much you will see every software you install under HKEY_LOCAL_MACHINE\Software\. Your problem is with/under the Smart Technologies entry. You need to open up (give more permissions to) that key and everything under it. If you just do one piece, you will get a little further (like you did) and then have to do another, so just blast them all at once.

So, find the Smart Technologies key, right click, Permissions.

Now this is a shotgun approach, so first be sure that your user name, System, Users have a check in the full control and read access check boxes under permissions.

Here is a snippet from someplace else that goes into more details about the permissions in the registry to check/set. We already did some of it, but this section includes some things to check under Advanced and I don't feel like typing it all in. Try to follow this very closely, it makes sense:

On the Edit menu, click Permissions.

Click the registry key for the user who is currently logged on, and ensure that Read and Full Control permissions are both set to Allow.

Click the Advanced button, ensure that the user who is currently logged on is selected, that Full Control is listed in the Permissions column, and that This Key and Subkeys is listed in the Apply to column.

Click to select the Replace permission entries on all child objects with entries shown here that apply to child objects check box, and clear the Inherit from parent the permission entries that apply to child objects. Include these with entries explicitly defined here check box.

Click Apply, and then click Yes when you are prompted to continue.
Click OK, and then click OK again.
On the Registry menu, click Exit.

Here is a link from another person that was trying to get some Adobe product to install, so you can see what they did to their registry to get it to work. It is pretty much the same things as above, but worth

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reading. These 14XX errors seem to happen mostly with Adobe products.

http://www.riggsca.com/error_1406.htm

One more thing which may be a heckuva lot easier, have you tried to install the software in safe mode?

Never give up!

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