

error 1406 with Norton

Source:

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Date: 12/27/02

From: "Paul" <paulw@tardis.com.au>
Date: Thu, 26 Dec 2002 15:48:37 -0800

I would suggest the account you are logged in as does not have administrator rights to the local machine. Make your login account a member of the administrators and it should resolve your problem

>-----Original Message-----

>I've been trying to install Norton Internet Security 2003 for days. I just bought/downloaded it from symantec. I'm having a terrible time installing it. So far this is what I've been able to figure out but it hasn't worked. The installation process goes along fine until the error message and then everything 'rollsback' to nothing.

>

>Norton Internet Security Warning

>

>error 1402. Could not open key:
>HKEY_LOCAL_MACHINE\SOFTWARE\Symantec\IAM\Firewall Objects\IPGroups\NISInternet.

>

>verify that you have sufficient access to that key, or
>contact your support personnel

>-----
>-----
>

>response from Norton Support:

>

>Error: "Error 1402 Cannot open key" when installing Norton Internet Security or Norton Personal Firewall 2002

>

>Situation:

>While installing Norton Internet Security (NIS) or Norton Personal Firewall (NPF) 2002 to a Windows NT 4.0, 2000, or XP

>

>computer, you see the error message "Error 1402 Cannot
>Open Key: <%registry key%> Verify that you have
>sufficient access to
>
>that key, or contact your support personnel."
>
>You may also see the following error message after the
>initial 1402 error: "Error 1406 Could not write NAV to
>key <%registry
>
>key% > Verify you have sufficient access to that key or
>contact your support personel." This error indicates that
>the Norton
>
>AntiVirus installation failed.
>
>Solution:
>This is a permissions issue that must be fixed through
>the Windows operating system.
>
>To fix this problem, see the Microsoft document for your
>operating system:
>
>Windows NT/2000/XP
>Microsoft document article number Q236592, OFF2000: Error
>Messages Starting Office Program, or Program Immediately
>Quits on
>
>Windows XP, Windows NT 4.0, or Windows 2000
>
>
>Do not use the registry key given in the Microsoft
>article:
>
>HKEY_LOCAL_MACHINE\Software\Microsoft\Office
>
>Instead, use the registry key given in the error message
>that you saw. For example, this problem may occur with
>the following
>
>registry key:
>
>HKEY_LOCAL_MACHINE\SOFTWARE\SYMANTEC\IAM\HTTPConfig\PortLi
>st
>
>Repeat the steps in the Microsoft document to adjust the
>permissions for each of the following security groups:
>System,
>
>Creator Owner, and Administrators
>

>
>*NOTE: The location of these documents is subject to*
>*change without notice. Symantec provides these links as a*
>*convenience*
>
>*only. The inclusion of such links does not imply that*
>*Symantec endorses, recommends, or accepts any*
>*responsibility for the*
>
>*content of such sites.*
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>
>
>

>

>*microsoft article:*
>
>*This article was previously published under Q236592*
>*IMPORTANT: This article contains information about*
>*modifying the registry. Before you modify the registry,*
>*make sure to back*
>
>*it up and make sure that you understand how to restore*
>*the registry if a problem occurs. For information about*
>*how to back*
>
>*up, restore, and edit the registry, click the following*
>*article number to view the article in the Microsoft*
>*Knowledge Base:*
>
>*256986 Description of the Microsoft Windows Registry*
>
>
>
>*SYMPTOMS*
>*When you start one of the Microsoft Office 2000 programs*
>*on a computer that is running Microsoft Windows XP,*
>*Microsoft*
>
>*Windows NT, or Microsoft Windows 2000, you may experience*
>*one of the following symptoms:*
>*The program starts and then immediately quits.*
>
>*NOTE: The Office Registration Wizard may prompt you to*
>*register and then the Office program will immediately*
>*quit when you*
>
>*click Finish.*
>
>
>*–or–*
>
>
>
>*The Registration Wizard appears each time you start an*

>Office program.
>
>–or–
>
>
>You receive one of the following error messages and the
>program immediately quits:
>
>
>Required registry information is missing and this
>application cannot run. Please rerun setup to correct
>this problem.
>
>
>Cannot start Microsoft Outlook. Outlook cannot be
>configured because Administrator privileges are required
>for you to install
>
>some types of software on this computer. Before you can
>use Outlook, you must either log on to your computer as
>an
>
>Administrator and finish configuring Outlook, or ask your
>System Administrator to configure Outlook e–mail support
>for you.
>
>
>Error 1402. Could not open key:
>SOFTWARE\Microsoft\Office\9.0\Access\Jet4.0\ISAM
>Formats\Microsoft\MS. Verify that you have sufficient
>access to that key,
>
>or contact your support personnel.
>
>
>The Registration wizard cannot run because the system
>information it requires is either unavailable or
>incorrect.
>CAUSE
>This problem can occur on Microsoft Windows XP, Microsoft
>Windows NT 4.0, or Microsoft Windows 2000, if you set
>permissions
>
>in the Windows registry that prevent the necessary
>information from being written. The registry key in
>question is:
>
>HKEY_LOCAL_MACHINE\Software\Microsoft\Office
>
>If the permissions on this key or its subkeys are set so
>that the Windows Installer cannot update the key, you may

- >experience
- >
- >the problem described in the "Symptoms" section of this
- >article.
- >RESOLUTION
- >WARNING: If you use Registry Editor incorrectly, you may
- >cause serious problems that may require you to reinstall
- >your
- >
- >operating system. Microsoft cannot guarantee that you can
- >solve problems that result from using Registry Editor
- >incorrectly.
- >
- >Use Registry Editor at your own risk.
- >
- >To resolve the problem, follow these steps:
- >Quit all Windows programs.
- >Click Start and then click Run.
- >In the Open box, type Regedt32.exe and then click OK.
- >Select the HKEY_LOCAL_MACHINE on Local Machine window.
- >Locate and select the following key:
- >
- >\Software\Microsoft\Office
- >
- >
- >
- >For Microsoft Windows XP:
- >
- >
- >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.
>MORE INFORMATION
>For additional information about Office programs that
>quit immediately after starting, click the article number
>below to view
>
>the article in the Microsoft Knowledge Base:
>
>224432 OFF2000: Program Quits Immediately After Starting
>
>For additional information about how to troubleshoot
>error messages that appear when you run any Microsoft
>Office program,
>
>click the article number below to view the article in the
>Microsoft Knowledge Base:
>
>200116 OFF2000: Troubleshooting Office Programs Under
>Windows NT 4.0
>
>
>Last Reviewed: 9/11/2002
>Keywords: kbprb KB236592
>
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>_____

>_____

>
>When trying to download the trialware ANTIVIRUS:
>
>Error 1406. Could not write value Norton Antivirus to
>key HKEY_LOCAL_MACHINE\Software\Symantec\Shared
>
>Technology\LiveReg\Apps.
>
>Verify that you have sufficient access to that key, or
>contact your support personnel
>
>I clicked 'ignore' and it seems to be running but I don't
>have much faith
>
>
>When trying to download the trialware FIREWALL I just get
>the symptoms above
>
>
>
>Thanks in advance to anyone who helps,
>Nik