

## RE: Error 1406

**Source:**

[http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security\\_admin/2002-12/22917.html](http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2002-12/22917.html)

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**From:** Tom Wu ([i-tomw@online.microsoft.com](mailto:i-tomw@online.microsoft.com))

**Date:** 12/27/02

From: [i-tomw@online.microsoft.com](mailto:i-tomw@online.microsoft.com) (Tom Wu)

Date: Fri, 27 Dec 2002 03:26:10 GMT

Dear Nik,

Could you let me know the complete and exact error message?

If possible, please post the screen capture of the error message:

To do so, you can perform the following steps:

- a. When the screen you want to capture is displayed, press the Print Screen key (next to the F12 key on a standard keyboard).
- b. Click Start Menu and click Run, type "mspaint" in the Run box.
- c. In the Paint window, click the Edit menu and click Paste, which pastes the screen you captured to the Paint program.
- d. Click the File menu and click Save, specify a file name and save it as a .bmp or .jpg file.

Regards,

Tom Wu

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Online Support Professional

Microsoft Corporation

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>Content-Class: urn:content-classes:message  
>From: "nik" <[nik.gour@direcway.com](mailto:nik.gour@direcway.com)>  
>Sender: "nik" <[nik.gour@direcway.com](mailto:nik.gour@direcway.com)>  
>Subject: RE: Error 1406  
>Date: Thu, 26 Dec 2002 09:18:49 -0800  
>Newsgroups: microsoft.public.windowsxp.security\_admin  
>  
>Tom!!!!!!!!!!!!!!  
>  
>I am obviously not Charles but I received the same error

>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.  
>I had no problems installing it on my PC but my laptop  
>won't play nice. The installation process goes along  
>fine until the error message and then  
>everything 'rollsback' to nothing.  
>  
>help?  
>  
>I'm sorry to bother you like this but as you can see, I'm  
>desperate!  
>  
>Thanks ,  
>Nik  
>  
>  
>  

---

  
>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  
>  
-----  
>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\Jet\4.0\ISAM  
>Formats\MicrosoftIIS. 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 (for trouble

>shooting):

>

>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

>

>

>

>At the moment, Norton Antivirus is running because I

>clicked 'ignore' on the error message above. I tried to

>do the same for the firewall trialware but the error 1406

>caused a 'rollback' again.

>

>I am now affraid that I have messed up things in

>regedt32.exe

>

>

>

>

>**HELP MY PRIVATES ARE SHOWING!!!!**

>

>

>