

RE: Error 1402

Source:

http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2002-12/23021.html

From: nik (nikgour@hotmail.com)

Date: 12/28/02

From: "nik" <nikgour@hotmail.com>

Date: Fri, 27 Dec 2002 17:17:45 -0800

WOW, I'M an IDIOT. IT IS ERROR 1402, nonetheless, I would appreciate some help.

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

>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

>i-tomw@online.microsoft.com

>Online Support Professional

>Microsoft Corporation

>

>This posting is provided "AS IS" with no warranties, and confers no rights.

>

>
>-----
>>Content-Class: urn:content-classes:message
>>From: "nik" <nik.gour@direcway.com>
>>Sender: "nik" <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 'rollback' 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 drticle 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\Port Li*
>> *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\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

>>
>>
>> _____
—
>>
>> *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!!!!*
>>
>>
>
>
>