

Administrative Permission

This one for Lotus Users

Error: "...1401. Could not create key" When Installing On Windows XP
Hkey_Local_Machine_Software\Lotus\123\99.0\Components\Animations\1.1
Verify that you have sufficient access to that key, or contact your support personnel.

In Windows XP, you must have Administrator rights, make sure the Registry keys are not restricted, and add Permissions, if necessary. One or more of these events are missing in this situation.

CAUTION: Always save a copy of your registry OR create a new RESTORE point before making ANY changes to your registry.

You can work around this issue by checking/adding Registry settings.

NOTE: The information in this Technote is presented as a guideline for making changes within the Windows Registry. The Windows Registry is central to the operation of Windows, and any changes must be performed with care. As with any configuration change, it is highly recommended that customers have complete backups of computer systems and data files before attempting the following procedure, in order to facilitate recovery from system file corruption or other possible failures. **Lotus does NOT recommend that customers make changes to the Windows Registry without the assistance of Microsoft Technical Support.** Further, customers who manually modify the Windows Registry may not be eligible for Microsoft Technical Support until Windows is reinstalled.

Customers making changes to the Windows Registry do so at their own risk. Certainly NOT for new computer users!!!

1. Make sure you are logged in as an Administrator in Windows XP.
2. On the Windows TaskBar, choose Start, Run, type "regedit" (without quotes), and click OK.
3. Navigate to the following key: HKEY_LOCAL_MACHINE\SOFTWARE\Lotus\123
4. Right-click "123" and choose Permissions.
5. Make sure your user name displays under "Group or user names."

NOTE: In the Windows XP Pro edition, the user name displays next to the word, Administrators. In the Windows XP Home edition, the user name may display without the word, Administrator.

If you are not sure whether or not you are logged in as an Administrator, you can verify user rights in the Control Panel, User Accounts.

6. Verify that "System" also displays under "Group and User Names." If "System" is present, exit out of the Registry and proceed with the SmartSuite install.

If the System name is not there, add it as follows:

7. In the Permissions for 123 dialog box, click Add.
8. Type "System" (without quotes) in "Enter the object names to select" and click OK.
9. In "Permissions for System," make sure "Full control" and "Read" are set to "Allow."

10. Click OK, exit the Registry, and proceed with the SmartSuite install.

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