<u>Scope</u>

This technical note applies to all V3.0, V3.1.3 and V4.0 Music Ace products (Music Ace, Music Ace 2, Music Ace Starter, Music Ace Deluxe and Music Ace Maestro) running on Windows systems.

Overview

During installation of a Music Ace product, just after entering the registration number, you may encounter errors similar to those shown below. This indicates a problem with the InstallShield program that is used to install Music Ace products on Windows systems. This error might occur if there is a missing or invalid path in the registry. These registry entries need to be fixed in order for the installation to complete successfully.



Procedure

Warning: These instructions involve modifying the Windows registry. Modifications to the Windows registry, if not done correctly, can cause serious problems to a Windows system. Consider backing up any registry keys you modify to a .reg file.

The following steps attempt to correct the special paths stored in the registry. This was determined by trial and error and is not documented by Microsoft and involves updating the Windows registry. Follow these steps:

For Windows 95, 98, 98 SE, and ME Users

- 1. Click **Start > Run**.
- 2. Type Regedit.exe. Click OK.
- 3. In the left panel, locate the key HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\Current Version\Explorer\Shell Folders.

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RecentDocs RemoteComputer SharedTaskScheduler Shell Folders Shell Cons Shell ConOverlayIdentil StartMenu TemplateRegistry User Shell Folders	Name (Default) (Defa	Data (value not set) "" "C:\WINDOWS "C:\WINDOWS "" "C:\WINDOWS ""
)CAL_MACHINE\Software\Microsoft\W	indows\CurrentVersion\explorer\Shell	Folders

Check to see if this key contains (at least) the following values in the Name and Data columns.

Name	Data		
	Windows 98, 98 SE & ME	Windows 95	
Common Desktop	C:\WINDOWS\All Users\Desktop	C:\WINDOWS\Desktop	
Common Programs	C:\WINDOWS\All Users\Start Menu\Programs	C:\WINDOWS\Start Menu\Programs	
Common Startup	C:\WINDOWS\All Users\Start Menu\Programs\Startup	C:\WINDOWS\Start Menu\Programs\Startup	
Common Start Menu	C:\WINDOWS\All Users\Start Menu	C:\WINDOWS\Start Menu	

If any of these values are missing or point to an invalid path, the installation will fail to properly install. For example, if the Common Desktop pointed to C:\WINDOWS\All Users\My Documents instead of C:\WINDOWS\All Users\Desktop, the installation may fail.

If a key is pointing to an invalid path, follow these steps to correct it:

- 1. Right-click the registry key whose path is invalid and select Modify.
- 2. In the Edit String dialog, type a valid path in the **Value data** field. For example, using the Common Desktop example above a valid path would be:

Edit String	<u>? ×</u>
Value name:	
Common Desktop	
Value data:	
C:\WINDOWS\All Users\Desktop	
	OK Cancel

3. Restart your computer.

If a key is missing, follow these steps to create it:

4. Right-click in an empty area of the right pane and select **New > String Value**.

Name	Data
(Default)	(value not set)
Dommon Administrative Tools	101
赴 Common AppData	"C:\WINDOWS\All Users\Application Data"
📥 Common Desktop	"C:\WINDOWS\All Users\Desktop"
Common Documents	"C:\WINDOWS\All Users\Documents"
💩 Common Favorites	101
📥 Common Startup	"C:\WINDOWS\AllUsers Key
📥 Common Templates	
	<u>S</u> tring Value
	<u>B</u> inary Value
	<u>N</u> ew ▶ <u>D</u> WORD Value

- 5. Type the name of the missing key, for example, Common Programs.
- 6. Right-click the registry key you just created and select Modify.
- 7. In the Edit String dialog, type a valid path in the Value data field.

N	ame	Data
at	(Default)	(value not set)
at	Common Administrative Tools	101
at	Common AppData	"C:\WINDOWS\All Users\Application Data"
at	Common Desktop	"C:\WINDOWS\All Users\Desktop"
at	Common Documents	"C:\WINDOWS\AllUsers\Documents"
at	Common Favorites	101
at	Common Startup	"C:\WINDOWS\All Users\Start Menu\Programs\StartU
말	Common Templates	101
l at	Common Programs	101
L	Edit String	? ×
 linds	Value <u>n</u> ame:	
	Common Programs	
	⊻alue data:	
	C:\WINDOWS\All Users\Start	Menu\Programs
		OK Cancel

8. Restart your computer.

For Windows NT, 2000, and XP Users

- 1. Click Start > Run.
- 2. Type Regedt32.exe. Click OK.
- 3. Locate the key HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\Current Version\Explorer\User Shell Folders.

; Help			
ShellExecuteHooks ShellIconOverlayIc StartMenu Streams TemplateRegistry Tips VisualEffects VisualEffects WebView WindowsUpdate WMPInfo Superside	Name (Default) (Defa	Type REG_SZ REG_EXPAND_SZ REG_EXPAND_SZ REG_EXPAND_SZ REG_EXPAND_SZ REG_EXPAND_SZ REG_EXPAND_SZ REG_EXPAND_SZ REG_EXPAND_SZ	Data (value not set) %ALLUSERSPR %ALLUSERSPR %ALLUSERSPR %ALLUSERSPR %ALLUSERSPR %ALLUSERSPR %ALLUSERSPR
MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer\User Shell Folders			

Check to see if this key contains (at least) the following values in the Name and Data columns.

Name	Data		
	Windows XP & 2000	Windows NT	
Common Desktop	%ALLUSERSPROFILE%\Desktop	%SystemRoot%\Profiles\All Users\Desktop	
Common Programs	%ALLUSERSPROFILE%\Start Menu\Programs	%SystemRoot%\Profiles\All Users\Start Menu\Programs	
Common Startup	%ALLUSERSPROFILE%\Start Menu\Programs\Startup	%SystemRoot%\Profiles\All Users\Start Menu\Programs\Startup	
Common Start Menu	%ALLUSERSPROFILE%\Start Menu	%SystemRoot%\Profiles\All Users\Start Menu	

An invalid path

If any of these keys are point to an invalid path, the installation will fail to properly install. For example, if the Common Desktop pointed to %ALLUSERSPROFILE%\Start Menu\Programs instead of %ALLUSERSPROFILE%\Desktop, the installation may fail. Follow the instructions in <u>If a key is pointing to an invalid path</u> section above to create a valid path.

If a key is missing, follow these steps to create it:

1. Right-click in an empty area of the right pane and select **New > Expandable String Value**.

Name	Туре	Data	
ab)(Default) ab)Common AppData ab)Common Desktop ab)Common Documents ab)Common Favorites	REG_SZ REG_EXPAND_SZ REG_EXPAND_SZ REG_EXPAND_SZ REG_EXPAND_SZ	(value noi %ALLUSE %ALLUSE %ALLUSE %ALLUSE	t set) RSPROFILE%\Application Data RSPROFILE%\Desktop RSPROFILE%\Documents RSPROFILE%\Favorites
Common Programs Common Start Menu Common Startup Common Templates	REG_EXPAND_S REG_EXPAND_S2 REG_EXPAND_SZ REG_EXPAND_SZ	New > %ALLUS %ALLUS	Key String Value Binary Value DWORD Value
<			Dword value Multi-String Value Expandable String Value

- 2. Type the name of the missing key, for example, Common Programs.
- 3. Right-click the registry key you just created and select **Modify**.
- 4. In the Edit String dialog, type a valid path in the **Value data** field (see the figure of the Edit String dialog above.)
- 5. Restart your computer.