



Installation Error 1406 when attempting to install Applied Vision 2.1.0

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Applies to:
Applied Vision 2.1.0

Issue:

When you tried to install Applied Vision, you received the following error message:

```
Error 1406. Could not write value to key
\CLSID\{D27CDB70-AE6D-11CF-96B8-444553540000}\InprocServer32.
Verify that you have sufficient access to that key, or contact
your support personnel.
```

Solution:

This error occurs if you have Macromedia Flash Player 8a or higher installed on your system. This version of Flash Player is newer than the version that is installed when you install Applied Vision.

To resolve the problem you will need to temporarily uninstall Flash. Because Flash Player is installed during the Applied Vision installation, you will have a working version. Future Flash Player upgrades should not adversely affect your Applied Vision environment.

To correct this issue:

1. Cancel the installation of Applied Vision by clicking "Abort".
2. Close all Internet Explorer browser windows and any other internet browser windows you have open.
3. On the Start menu (Windows), click Run.
4. In the Run dialog box, enter **C:\WINDOWS\system32\Macromed\Flash\UninstFl.exe** to clean all Flash 8a registries. **Note:** Make sure to enter the entire path. If a file does not exist at this location, move on to step 5.
5. On the Start menu (Windows), click Settings > Control Panel.
6. In Control Panel, double-click Add or Remove Programs.
7. In the Add or Remove Programs dialog box, select Macromedia Flash Player 8 if it exists, and click Remove.
8. Likewise, select Adobe Flash Player 9 ActiveX if it exists, and click Remove.
9. Retry installation of Applied Vision.

If you are still not able to install Applied Vision successfully, you may need to uninstall Flash using the Adobe Flash Uninstaller at this link:

http://kb.adobe.com/selfservice/viewContent.do?externalId=tn_14157

If you wish to upgrade the Flash Player, you can do the following:

1. On the Start menu (Windows), click Run.
2. In the Run dialog box, enter **C:\WINDOWS\system32\Macromed\Flash\GetFlash.exe** to launch the Flash Updater.
3. If this does not exist, enter **C:\WINDOWS\system32\Macromed\Flash\FI9b.exe**.