

WordPerfect: How to perform an installation in Safe Mode

- WordPerfect Office Suite
- WordPerfect Home & Student

Symptoms:

You may receive error messages such as "fatal error" or "system not modified"

Cause:

Files locked by other processes, or anti-virus products preventing access

Resolution:

Install in safe mode.

How to perform an installation in Safe Mode

When installing our software you may receive error messages such as "fatal error" or "system not modified".

Often there are other contributing factors that can affect your installation such as security software, anti spyware software, programs that load on start up, or services that start up with other applications. In these situations you may wish to try installing the software in Safe Mode.

Safe Mode is a mode in which Windows load only the **bare minimum** services and applications to start up. This will ensure no other application or service is running that may interfere with your installation.

As safe mode is a troubleshooting environment, we need to make certain changes to ensure you are able to start and complete an installation.

Preparing for Safe Mode

Note***Please read all directions before starting. If possible, print out the directions as you may not be able to access this information from Safe Mode.***

Please download the following file located below attached to this article, named Safe Mode Install Services.zip

Safe Mode Install Services.zip

This file is a ZIP file containing one (1) registry merge file.

Once you have downloaded the file and extracted the contents, double click each file to add it to your Windows Registry.

Windows XP Only

If you are using Windows XP, please install the latest version of the Windows Installer (4.5) from here:

http://www.microsoft.com/download/en/details.aspx?id=8483

Once the latest installer has been updated ensure you **do not** reboot right away. Ensure you **choose the restart later option on the final screen.**

Entering Safe Mode

Once all the steps above have been completed, you will need to load your computer into *Safe Mode with Networking*.

To do this, you will need to follow these steps:

Windows 11

For Windows 11, follow the directions here: https://support.microsoft.com/en-us/windows/start-your-pc-in-safe-mode-in-windows-92c27cff-db89-8644-1ce4-b3e5e56fe2

Windows 10

For Windows 10, follow the directions here: <u>http://windows.microsoft.com/en-ca/windows-10/start-your-pc-in-safe-mode</u>

Windows 8/8.1

For Windows 8 and Windows 8.1, follow the directions here: http://windows.microsoft.com/en-ca/windows-8/windows-startup-settings-safe-mode

Windows 7

- 1. Click Start.
- 2. In the search box at the bottom, type "msconfig" without the quotation marks and press Enter.
- 3. This will open the System Configuration.
- 4. Click on the **Boot** tab on top.

5. Put a check mark beside "**Safe boot''** and click on "**Network**". Click OK and restart the computer when prompted.

Once you are in Safe Mode, try installing your product.

Once the installation is complete, click on Start, type "msconfig" into the search box again and press Enter.

Select "Normal Startup" on the General tab and click OK.

Restart the computer when prompted. This should return you to "normal" Windows operation.

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