



Fix 'Error 1402' while installing or uninstalling WinZip

- WinZip
- WinZip Command Line Add-on
- WinZip Courier
- WinZip PDF Pro
- WinZip Enterprise

This information is provided to help resolve the issue causing an Error 1402 message during an installation or uninstall attempt. This often includes **could not open the key...** in the error message.

We have been unable to determine what, but something (an application, some policy, etc) modifies the security setting of certain existing registry keys. If you do an internet search for **error 1402** you will find a large number of applications that have a similar problem.

Microsoft has a small executable for repairing registry permissions. One of our technicians has placed this in a self-extracting Zip file, with the proper command to Add permissions for the Administrator group and the System account to the HKCR key in the registry. The Microsoft program, subinacl, does not remove any existing permissions and only adds these needed ones.

As with anything that makes several changes to the registry, you should back up the affected registry subtree (HKEY_CLASSES_ROOT) or the entire registry before running the program.

Please do the following:

1. Enter <http://download.winzip.com/ts/FixRegistryPermissions.exe> into the address box in your internet browser
2. Download and save **FixRegistryPermissions.exe** to a folder or your Desktop
3. Double-click the file to run the Microsoft program

This will cause a window to open showing the progress. It will take about 3 minutes to complete. When it finishes, you should be able to uninstall or install WinZip.
