



NATO Communications and Information Agency
Agence OTAN d'information et de communication

DATA KEY IN REGISTRY ERROR

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Applies to: LOGFAS 6.5.0 and all previous versions.

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DATA KEY IN REGISTRY ERROR

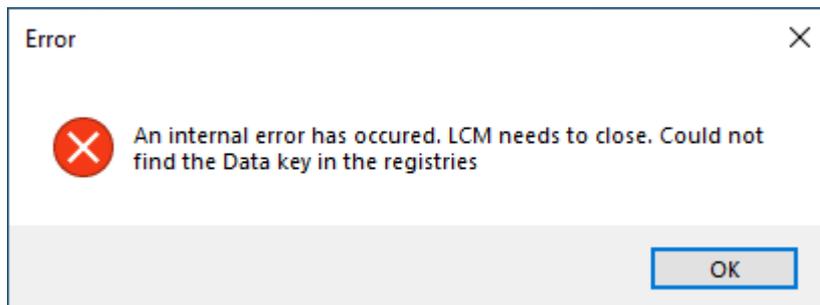
1. GENERAL

A symbolic link in the Registry is created during installation of LOGFAS 6.4.0 and above. This is used by LCM and other LOGFAS Modules to store and retrieve configuration information. If LOGFAS does not resolve the symbolic link then an error is thrown by the application.

This is a common error experienced after upgrade to LOGFAS 6.5.0 from LOGFAS 6.4.0.

2. SYMPTOMS

When opening a LOGFAS module (e.g. LCM) the following error is displayed.



3. CAUSE

The root cause.

Typically, this is caused by not removing all registry artefacts after uninstallation of LOGFAS v. >6.4.0 (specifically the target and source location of the symbolic link registry) before installing LOGFAS 6.5.0.

4. RESOLUTION / WORKAROUND

Description of Resolution.

There are two possible options to enable LCM and other LOGFAS modules to work correctly. The full resolution requires a third party utility called "RegIn" that will remake the registry symbolic link. The second option is a workaround to create a new copy of the target key in the link location.

4.1 Option 1: (Resolution)

Use regIn.exe command as follows:

1. Open a command prompt with elevated permissions (as Administrator).
2. Type the following command:

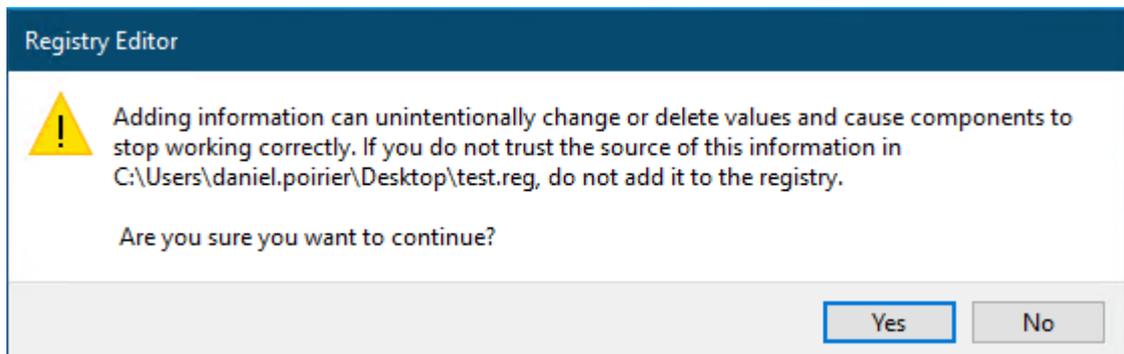
```
C:\> regIn "HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\NATO\LOGFAS"  
"HKEY_LOCAL_MACHINE\SOFTWARE\NATO\LOGFAS"
```

3. Open LCM to confirm the application opens without errors.

4.2 Option 2: (workaround)

Alternatively, if the regIn utility is not installed or available, you can create a copy of the target key (HKEY_LOCAL_MACHINE\SOFTWARE\NATO\LOGFAS) in the link location (HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\NATO\LOGFAS) by exporting the target key, modifying the export file to alter all the key locations to the correct path. See the following procedures:

1. Open the Windows Registry Editor by clicking on the start menu and typing "RegEdit".
2. In the Registry Editor window. Navigate to the target key "HKEY_LOCAL_MACHINE\SOFTWARE\NATO\LOGFAS" by either typing in the address bar or by expanding the tree structure to the correct key location.
3. Right-Click on the "LOGFAS" key and select the "Export" command.
4. A "Save as" dialog box will open; Give the file a meaningful file name to the ".reg" file and export the key to a location you can easily find and access (e.g. C:\Temp).
5. Find the exported ".reg" file using Windows Explorer (e.g. navigate to C:\Temp).
6. Right-Click the on the ".reg" file you saved previously and select "Edit".
7. Replace all instances of the text string: "HKEY_LOCAL_MACHINE\SOFTWARE\NATO\LOGFAS" with "HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\NATO\LOGFAS".
8. Save the ".reg" file.
9. Double-click on the modified ".reg" file. A UAC dialog may open and request confirmation to allow the modification. Click "Yes" to continue.
10. Click "Yes" of the Registry Editor confirmation dialog:



11. Click "Ok" to confirm the successful import of the new key.
12. Open the LOGFAS "LCM" module. LCM should now open normally without errors.