

Technical Note - TN1013w

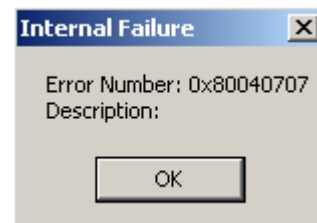
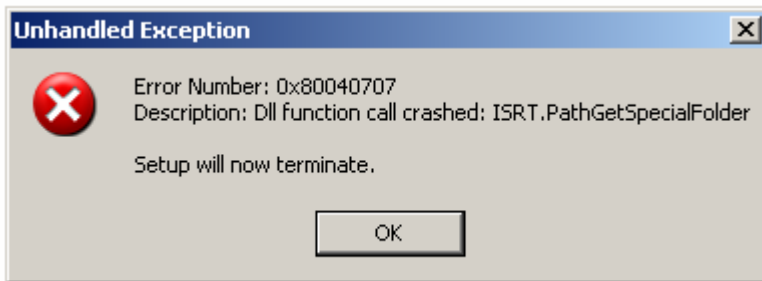
Unhandled Exception – Error Number 0x80040707

Scope

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.

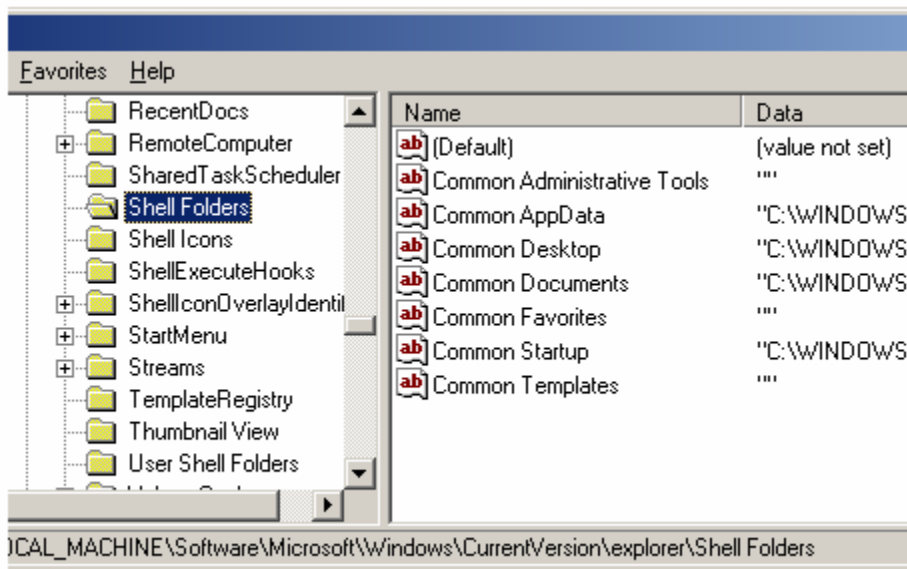
The following steps attempt to correct the special paths stored in the registry. This was determined by trial and error and is not documented by Microsoft and involves updating the Windows registry. Follow these steps:

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**.

Technical Note - TN1013w

Unhandled Exception – Error Number 0x80040707



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

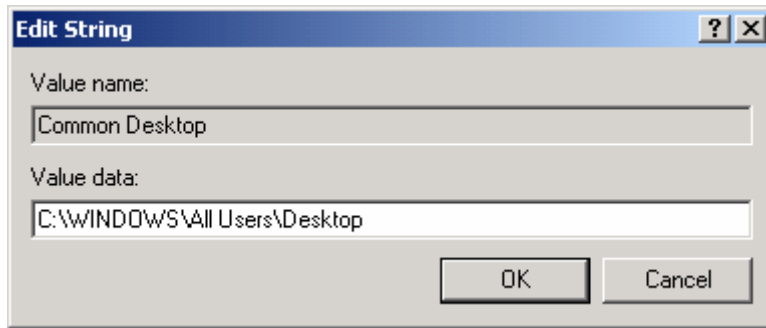
Name	Data	
	Windows 98, 98 SE & ME	Windows 95
Common Desktop	C:\WINDOWS\All Users\Desktop	C:\WINDOWS\Desktop
Common Programs	C:\WINDOWS\All Users\Start Menu\Programs	C:\WINDOWS\Start Menu\Programs
Common Startup	C:\WINDOWS\All Users\Start Menu\Programs\Startup	C:\WINDOWS\Start Menu\Programs\Startup
Common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

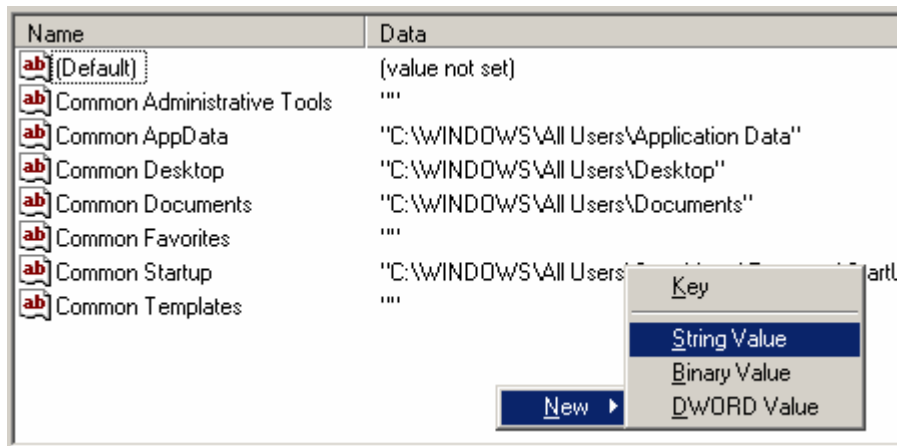
Technical Note - TN1013w Unhandled Exception – Error Number 0x80040707



- Restart your computer.

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

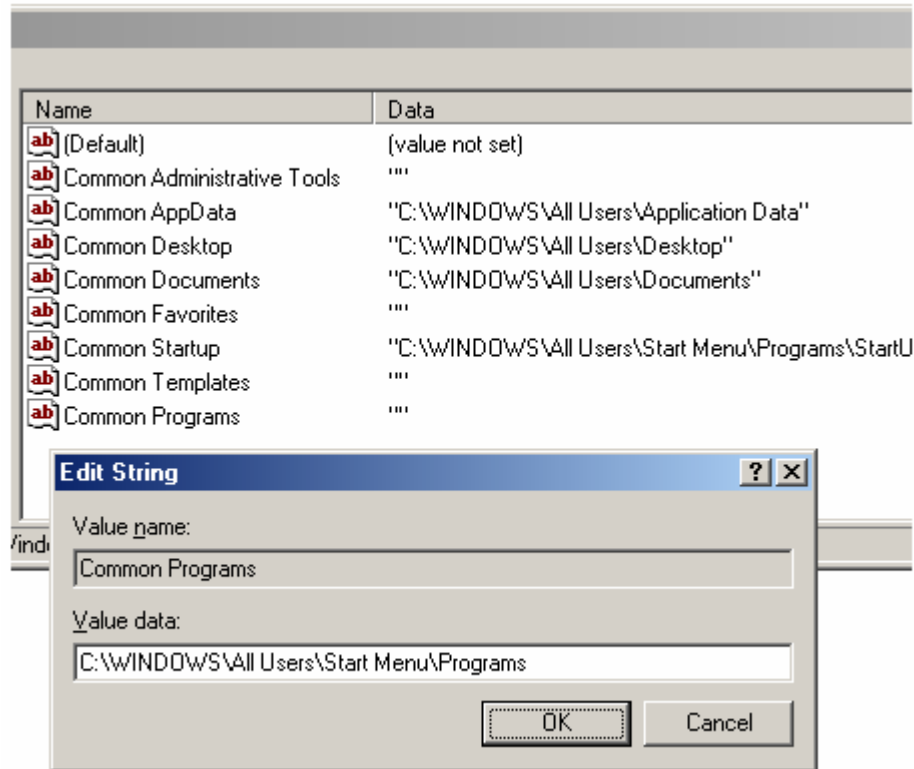
- Right-click in an empty area of the right pane and select **New > String Value**.



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

Technical Note - TN1013w

Unhandled Exception – Error Number 0x80040707



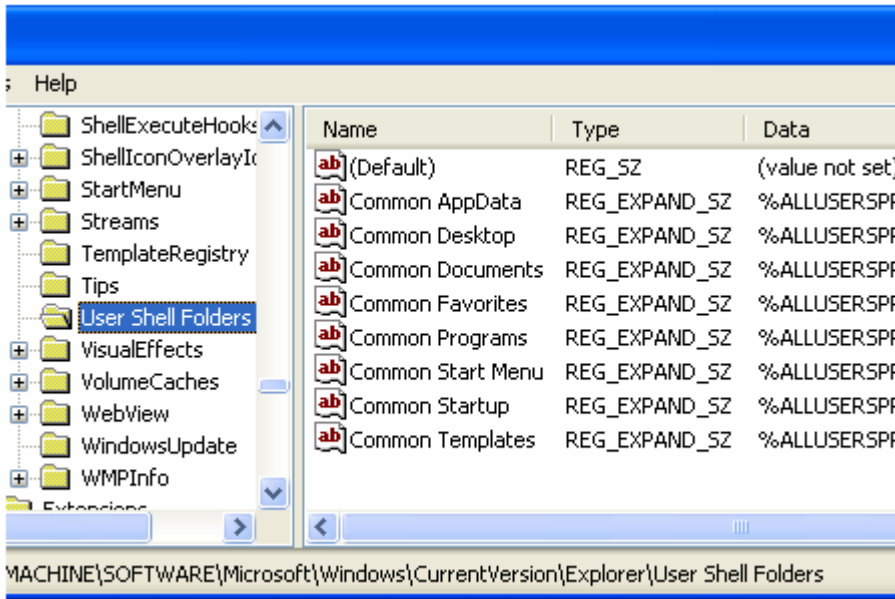
8. Restart your computer.

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**.

Technical Note - TN1013w

Unhandled Exception – Error Number 0x80040707



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

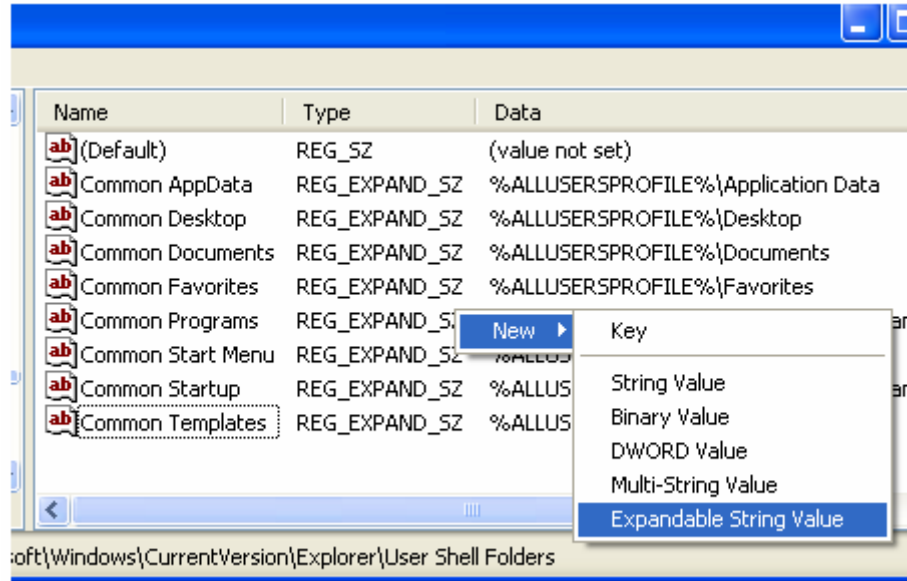
If any of these keys are point to an invalid path, the installation will fail to properly install. For example, if the Common Desktop pointed to %ALLUSERSPROFILE%\Start Menu\Programs instead of %ALLUSERSPROFILE%\Desktop, the installation may fail. Follow the instructions in [If a key is pointing to an invalid path](#) 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**.

Technical Note - TN1013w

Unhandled Exception – Error Number 0x80040707



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.