



## Title: How to Resolve an “Error Opening Key” Error Message

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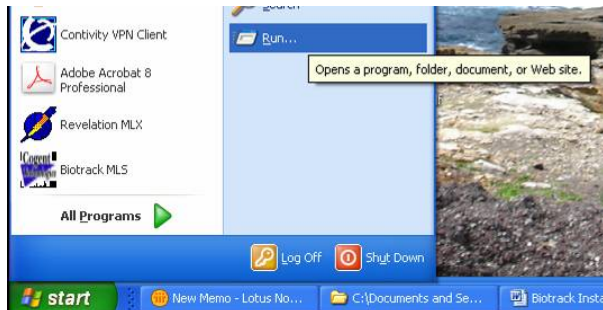
Originating Location: St. Paul, Minnesota

The purpose of this Technical Bulletin is to describe how to resolve and “Error Opening Key” error message in the 3M™ Clean-Trace™ Data Trending Software

To fix this problem, it is necessary to change a permission setting within the registry file. Any change to the registry file should be cleared and carried out by the IT department responsible for the computer equipment.

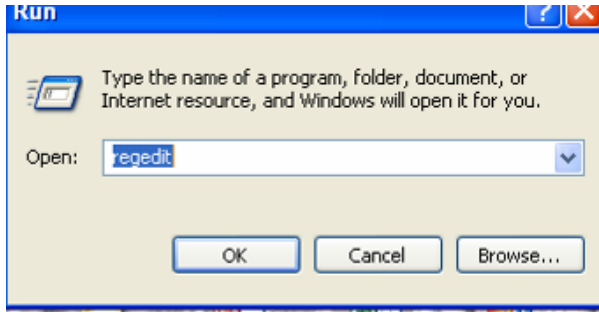
The following example is based on a computer running Microsoft Windows XP SP3. Other operating systems may require different procedures to change the permissions settings.

1. Select Start -> Run



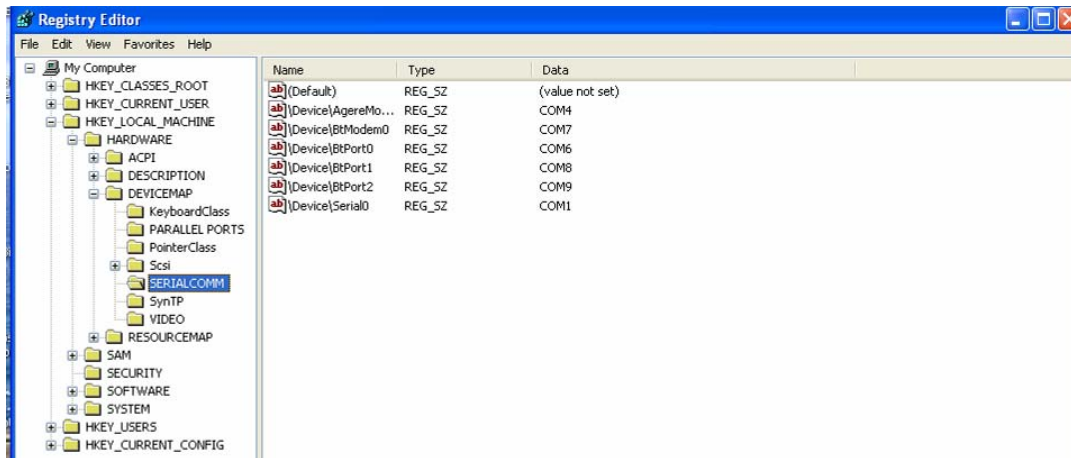
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2. Enter the command “Regedit” and press RETURN / ENTER



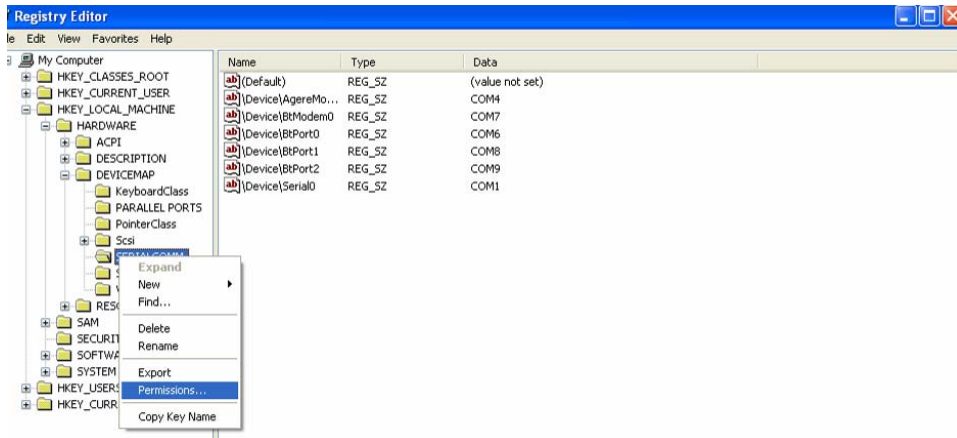
Note: It may be necessary to have your IT department enter the administrator username and password

3. Once in the registry screen the open the following folders “HKEY LOCAL MACHINE/HARDWARE/DEVICE MAP/SERIAL COMM”

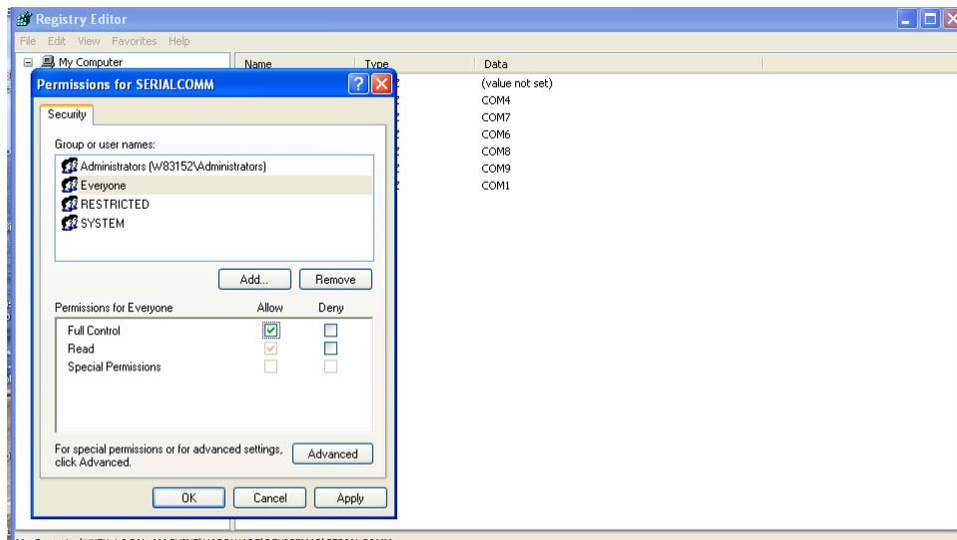


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4. Right-click on the “Serial Comm” folder and select “Permissions”



5. Select the user, check the appropriate box(es) to allow full control, and click Apply



Note: if the user does not have the appropriate permissions settings, changes to the permissions will not be saved. If this occurs, contact the IT department to have the necessary changes made as described above.

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