

# Adjutant Software Customer Support Tech Notes

Document Title: Installation errors, REGEDIT.EXE  
Document Number: 004  
Applies to: Campaign ToolBox

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## SUMMARY

This installation program uses the program REGEDIT.EXE ; an error will occur during installation if this file cannot be found. This document tells what to check for if that error occurs.

## SYMPTOM

During installation, the following error message is displayed: "Could not execute the external program REGEDIT". Other "register" error messages may also appear in addition to or instead of this message.

## PROBLEM / SOLUTION

A) REGEDIT.EXE is not installed in your WINDOWS directory or has been corrupted.

Open Windows Explorer.

Locate REGEDIT.EXE (usually in your C:\Windows directory)

Double click on the REGEDIT.EXE icon and make sure it will run

Close REGEDIT.EXE without making any changes

If REGEDIT.EXE cannot be located or if it will not run, the file will need to be installed either from another system or from the Windows installation disk. (This operation is beyond the scope of this document and is not covered by Tech Support.)

B) REGEDIT.EXE is installed and working properly but cannot be found by the installation program.

This situation is usually found in Novell network systems and possibly other networks that use a mapping scheme.

The directory that REGEDIT.EXE is located in must be in the search path in the log-in script. You can check this by going to the DOS prompt and typing "MAP". Correct this by adding "C:\Windows" (or the appropriate directory) to the search path in the log-in script. (This operation is beyond the scope of this document and is not covered by Tech Support.)