

# Invalid H:\ Drive

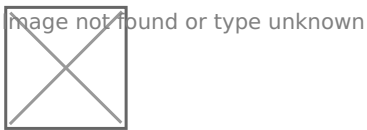
Microsoft Home Page

You receive an "Error " error message when you try to install or remove a Microsoft program

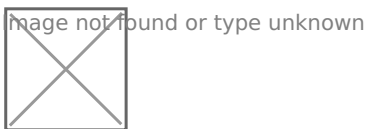
## Symptoms

When you try to install or remove any one of the products listed in the "Applies To" section, you may receive an error message that resembles the following:

Error 1606: Could Not Access Network Location



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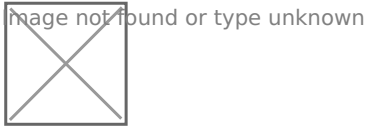
## Cause

This issue may occur if there is an incorrect setting in one of the following registry subkeys:

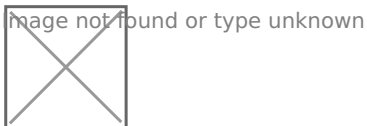
- HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\Explorer\User Shell Folders
- HKEY\_LOCAL\_MACHINE\Software\Microsoft\Windows\CurrentVersion\Explorer\User Shell Folders

To have us fix this problem for you, go to the "[Fix it for me](#)" section. To fix this problem yourself, go to the "[Let me fix it myself](#)" section.

Note This Fix it package can automatically recover all the registry entries that are listed in the following tables.



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Resolution

Method 1

Fix it for me

Let me fix it myself

Important This section, method, or task contains steps that tell you how to modify the registry. However, serious problems might occur if you modify the registry incorrectly. Therefore, make sure that you follow these steps carefully. For added protection, back up the registry before you modify it. Then, you can restore the registry if a problem occurs. For more information about how to back up and restore the registry, click the following article number to view the article in the Microsoft Knowledge Base:

[322756](#)

How to back up and restore the registry in Windows

To resolve this issue yourself, follow these steps:

1. Click Start, click Run, type Regedit.exe, and then click OK.
2. Locate and then click the following registry subkey:  
HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\Explorer\User Shell Folders

3. In the right pane, verify that the values are the same as the values in the following table.  
If each value matches the table, go to step 7.

For Windows Vista, Windows 7 and Windows Server 2008

Value name	Type	Value data
{374DE290-123F-4565-9164-39C4925E467B}	REG_EXPAND_SZ	%USERPROFILE%\Downloads
AppData	REG_EXPAND_SZ	%USERPROFILE%\AppData\Roaming
Cache	REG_EXPAND_SZ	%USERPROFILE%\AppData\Local\Microsoft\Windows\Temporary Internet Files
Cookies	REG_EXPAND_SZ	%USERPROFILE%\AppData\Roaming\Microsoft\Windows\Cookies
Desktop	REG_EXPAND_SZ	%USERPROFILE%\Desktop
Favorites	REG_EXPAND_SZ	%USERPROFILE%\Favorites
History	REG_EXPAND_SZ	%USERPROFILE%\AppData\Local\Microsoft\Windows\History
LocalAppData	REG_EXPAND_SZ	%USERPROFILE%\AppData\Local
My Pictures	REG_EXPAND_SZ	%USERPROFILE%\Pictures
My Music	REG_EXPAND_SZ	%USERPROFILE%\Music
My Video	REG_EXPAND_SZ	%USERPROFILE%\Videos
NetHood	REG_EXPAND_SZ	%USERPROFILE%\AppData\Roaming\Microsoft\Windows\Network Shortcuts
Personal	REG_EXPAND_SZ	%USERPROFILE%\Documents
PrintHood	REG_EXPAND_SZ	%USERPROFILE%\AppData\Roaming\Microsoft\Windows\Printer Shortcuts
Programs	REG_EXPAND_SZ	%USERPROFILE%\AppData\Roaming\Microsoft\Windows\Start Menu\Programs
Recent	REG_EXPAND_SZ	%USERPROFILE%\AppData\Roaming\Microsoft\Windows\Recent
SendTo	REG_EXPAND_SZ	%USERPROFILE%\AppData\Roaming\Microsoft\Windows\SendTo

Start Menu	REG_EXPAND_SZ	%USERPROFILE%\AppData\Roaming\Microsoft\Windows\Start Menu
Startup	REG_EXPAND_SZ	%USERPROFILE%\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\Startup
Templates	REG_EXPAND_SZ	%USERPROFILE%\AppData\Roaming\Microsoft\Windows\Templates

### For Windows XP and for Windows Server 2003

Value name	Type	Value data
AppData	REG_EXPAND_SZ	%USERPROFILE%\Application Data
Cache	REG_EXPAND_SZ	%USERPROFILE%\Local Settings\Temporary Internet Files
Cookies	REG_EXPAND_SZ	%USERPROFILE%\Cookies
Desktop	REG_EXPAND_SZ	%USERPROFILE%\Desktop
Favorites	REG_EXPAND_SZ	%USERPROFILE%\Favorites
History	REG_EXPAND_SZ	%USERPROFILE%\Local Settings\History
Local AppData	REG_EXPAND_SZ	%USERPROFILE%\Local Settings\Application Data
Local Settings	REG_EXPAND_SZ	%USERPROFILE%\Local Settings
My Pictures	REG_EXPAND_SZ	%USERPROFILE%\My Documents\My Pictures
NetHood	REG_EXPAND_SZ	%USERPROFILE%\NetHood
Personal	REG_EXPAND_SZ	%USERPROFILE%\My Documents
PrintHood	REG_EXPAND_SZ	%USERPROFILE%\PrintHood
Programs	REG_EXPAND_SZ	%USERPROFILE%\Start Menu\Programs
Recent	REG_EXPAND_SZ	%USERPROFILE%\Recent
SendTo	REG_EXPAND_SZ	%USERPROFILE%\SendTo
Start Menu	REG_EXPAND_SZ	%USERPROFILE%\Start Menu
Startup	REG_EXPAND_SZ	%USERPROFILE%\Start Menu\programs\Startup
Templates	REG_EXPAND_SZ	%USERPROFILE%\Templates

- 1.
2. If any Name, Type, or Value does not match the table in step 3, right-click the Value name, and then click Delete.
3. In the left pane, right-click User Shell Folders, point to New, click Expandable String Value, type the Name value that you want from the table in step 3, and then press ENTER.
4. Right-click the value that you created in step 5, click Modify, type the value in the Value data box for the Value name, and then click OK.
5. Locate and then click the following registry subkey:  
HKEY\_LOCAL\_MACHINE\Software\Microsoft\Windows\CurrentVersion\Explorer\User Shell Folders
6. In the right pane, verify that the values are the same as the values in the following table. If each value matches the table, go to step 12.

For Windows Vista, Windows 7 and Windows Server 2008

Value name	Type	Value data
{3D644C9B-1FB8-4f30-9B45-F670235F79C0}	REG_EXPAND_SZ	%PUBLIC%\Downloads
Common AppData	REG_EXPAND_SZ	%ProgramData%
Common Desktop	REG_EXPAND_SZ	%PUBLIC%\Desktop
Common Documents	REG_EXPAND_SZ	%PUBLIC%\Documents
Common Programs	REG_EXPAND_SZ	%ProgramData%\Microsoft\Windows\Start Menu\Programs
Common Start Menu	REG_EXPAND_SZ	%ProgramData%\Microsoft\Windows\Start Menu
Common Startup	REG_EXPAND_SZ	%ProgramData%\Microsoft\Windows\Start Menu\Programs\Startup
Common templates	REG_EXPAND_SZ	%ProgramData%\Microsoft\Windows\Templates
CommonMusic	REG_EXPAND_SZ	%PUBLIC%\Music
CommonPictures	REG_EXPAND_SZ	%PUBLIC%\Pictures
CommonVideo	REG_EXPAND_SZ	%PUBLIC%\Videos

For Windows XP and for Windows Server 2003

Value name	Type	Value data
Common AppData	REG_EXPAND_SZ	%ALLUSERSPROFILE%\Application Data
Common Desktop	REG_EXPAND_SZ	%ALLUSERSPROFILE%\Desktop
Common Documents	REG_EXPAND_SZ	%ALLUSERSPROFILE%\Documents
Common Favorites	REG_EXPAND_SZ	%ALLUSERSPROFILE%\Favorites
Common Programs	REG_EXPAND_SZ	%ALLUSERSPROFILE%\Start Menu\Programs
Common Start Menu	REG_EXPAND_SZ	%ALLUSERSPROFILE%\Start menu
Common Startup	REG_EXPAND_SZ	%ALLUSERSPROFILE%\Start Menu\Programs\Startup
Common templates	REG_EXPAND_SZ	%ALLUSERSPROFILE%\Templates

7. If any Name, Type, or Value does not match the table in step 8, right-click the Value name, and then click Delete.
8. In the left pane, right-click User Shell Folders, point to New, click Expandable String Value, type the Name value that you want from the table in step 8, and then press ENTER.
9. Right-click the value that you created in step 10, click Modify, type the value in the Value data box for the Value name, and then click OK.
10. Exit Registry Editor, and then restart the computer.

## Method 2

If the issue still occurs, find registry keys.

Below is a registry key reference of how the key is displayed for Microsoft Office in the registry:

The Version of Microsoft Office	Displayed in Registry
Office 2010	14.0
Office 2007	12.0
Office 2003	11.0
Office XP	10.0
Office 2000	9.0
Office 97	8.0

To do this, follow the steps below:

1. Click Start, click Run, type Regedit.exe, and then click OK.
2. Locate and then click the following registry subkey:  
HKEY\_LOCAL\_MACHINE\Software\Microsoft\Office
3. In the left pane, there are any old Microsoft Office registry keys that do not have any product associated with them.  
Note The picture below is an example for deleting an Office 2007 registry key.
4. In the left pane, right-click the folder that you located and then click Delete.
5. Exit Registry Editor, and then restart the computer.

Note For those who failed to delete the registry keys, try to right-click the key and click Permission. Make sure your user group (or you) have Full Control. It could be administrator or another account that has administrative privileges.

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Pasted from <<http://support.microsoft.com/kb/886549>>

```
REG QUERY "HKCU\Software\Microsoft\Windows\CurrentVersion\Explorer\User Shell Folders"
```

```
REG QUERY "HKLM\Software\Microsoft\Windows\CurrentVersion\Explorer\User Shell Folders"
```

```
REG ADD "HKCU\Software\Microsoft\Windows\CurrentVersion\Explorer\User Shell Folders" /v  
AppData /t REG_EXPAND_SZ /d %USERPROFILE%\AppData\Roaming /f
```

```
REG ADD "HKCU\Software\Microsoft\Windows\CurrentVersion\Explorer\User Shell Folders" /v  
Favorites /t REG_EXPAND_SZ /d %USERPROFILE%\Favorites /f
```

Migrated to Passportal

<https://us-clover.passportalmsp.com/digidocs/digidoc/app/4337118/339108#/view>

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Revision #1

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