



**Description:** This document describes how to handle the DCOM issue inherent in Windows XP Service Pack 2.

**OS Requirement:** Windows XP Service Pack 2 (SP2)

**General Requirement:** Installation of ICONICS Products

## OVERVIEW

Windows XP Service Pack 2 changes the way DCOM settings are implemented and changed in Windows. Since SP2 has been released there have been numerous independent software vendors who have seen that, after programmatically changing DCOM permissions, Windows seems to crash. Most ICONICS applications change DCOM settings programmatically upon installation, and therefore some customers are running into this problem when installing on Windows XP Service Pack 2.

## SYMPTOMS

After a reboot, your PC immediately starts acting strange:

- Some applications (like DCOMcng) will not start.
- Some applications will not dock to the toolbar.
- The toolbar seems to act funny.
- In general, things just do not behave properly.

## RESOLUTION

The resolution to the problem is to delete the registry entry responsible for controlling DCOM Access Permissions:

1. Select **Start** -> **Run** and type **regedt32.exe**, as shown in **Figure 1**.

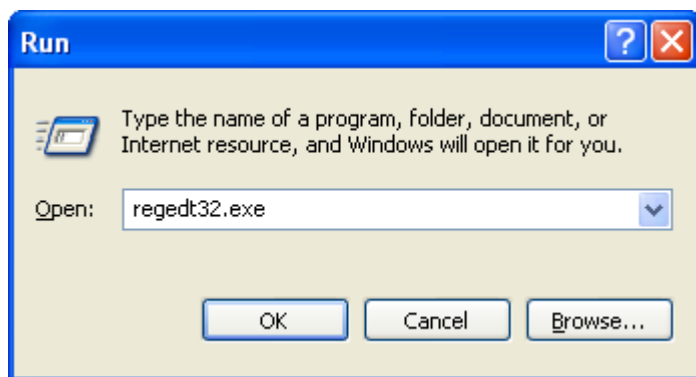


Figure 1 - "Run" Menu

2. Browse to the following key:

[HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Ole]

3. Right-click on the key name ("Ole") and select **Export** from the pop-up menu, as shown in **Figure 2**. Export to anywhere on your PC that you will remember, as this is a backup in the event that this fix does not work for you.

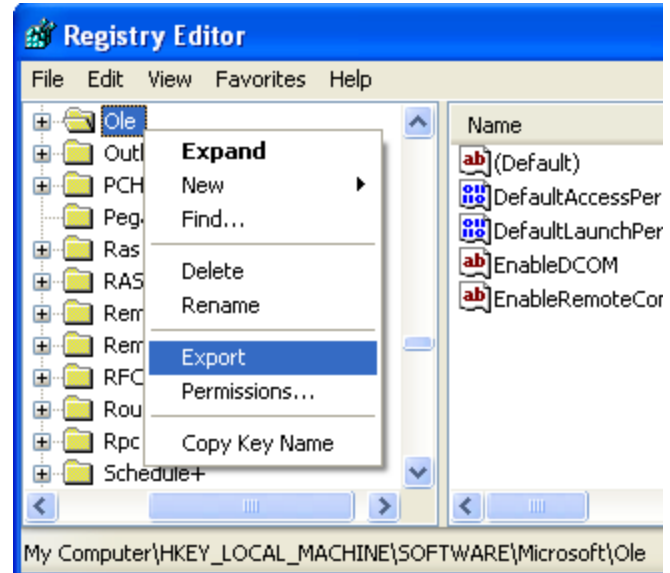


Figure 2 - Export "Ole" Registry Key

4. In the registry editing application's panel on the left, in the "Ole" key specified above, **delete** the registry entry called **DefaultAccessPermission** by right-clicking on the entry and selecting **Delete** from the pop-up menu, as shown in **Figure 3**.

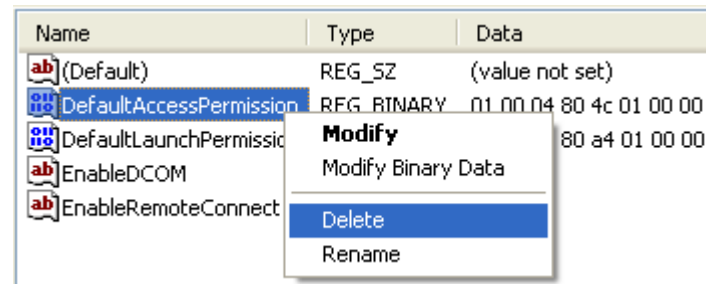


Figure 3 - Delete the "DefaultAccessPermission" Entry

5. Reboot your machine and you should be back to normal.