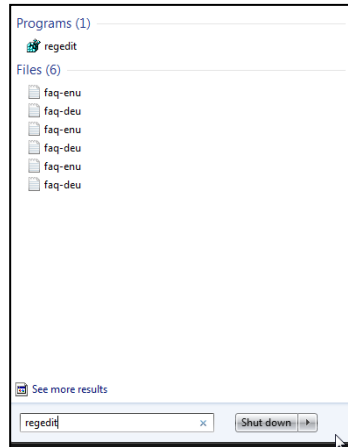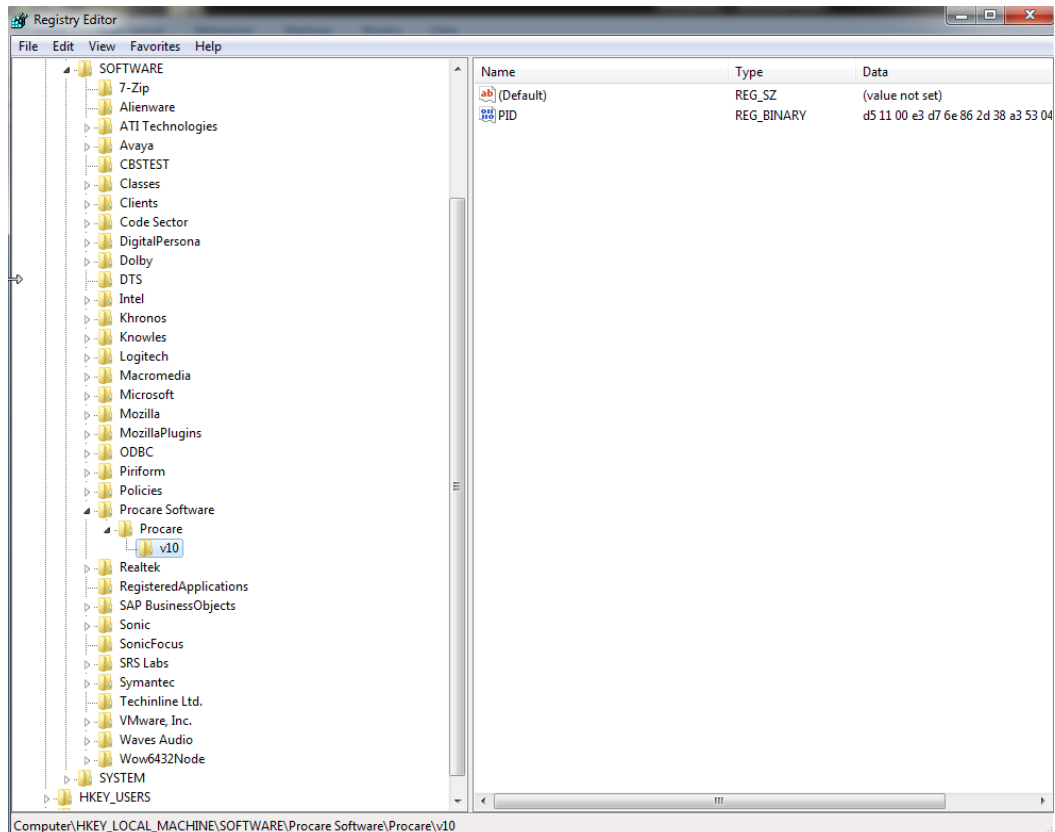**Resolving the "Could not open Key: HKEY_LOCAL_MACHINE\Software\Procare Software\Procare\v10" Error**

1. **Open Regedit. On Windows 7 or Windows 8 you can click the Windows key, type regedit and select the Regedit application. Otherwise more information may be found online.**
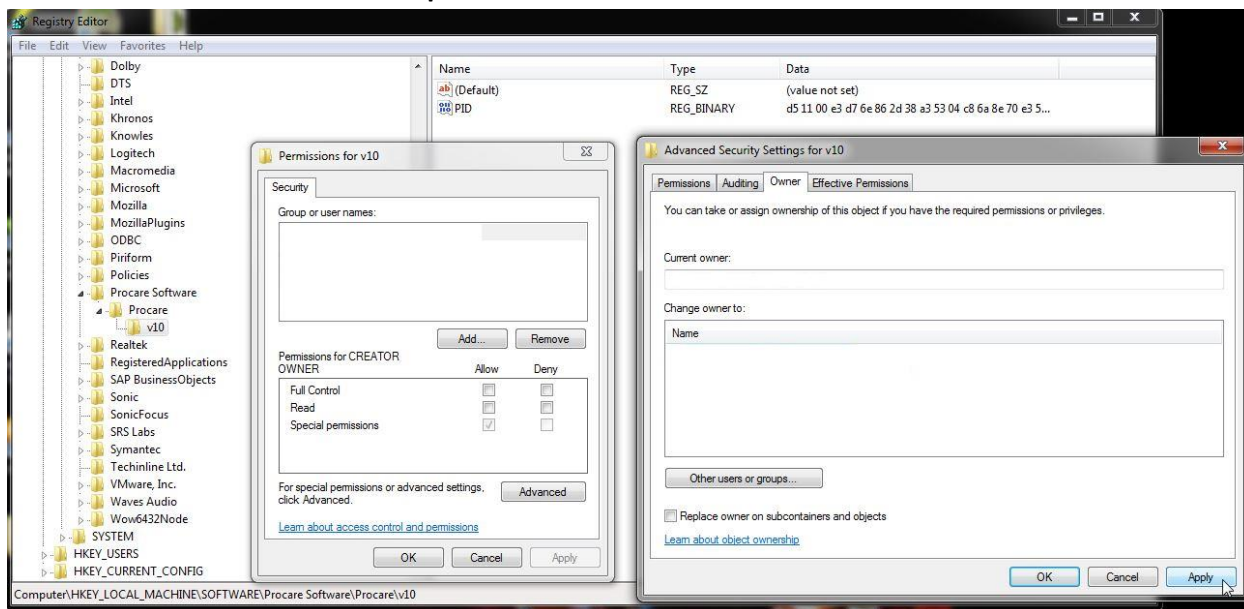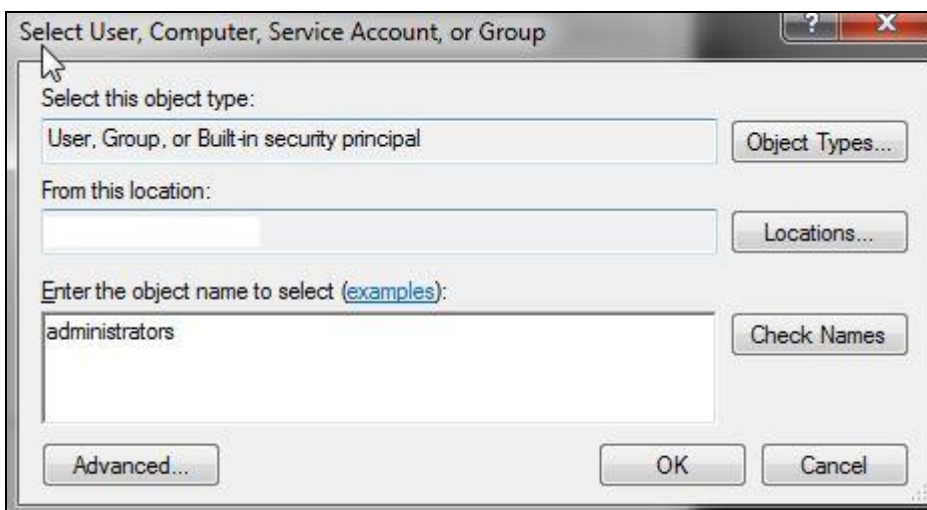
https://www.google.com/search?q=how+to+open+regedit

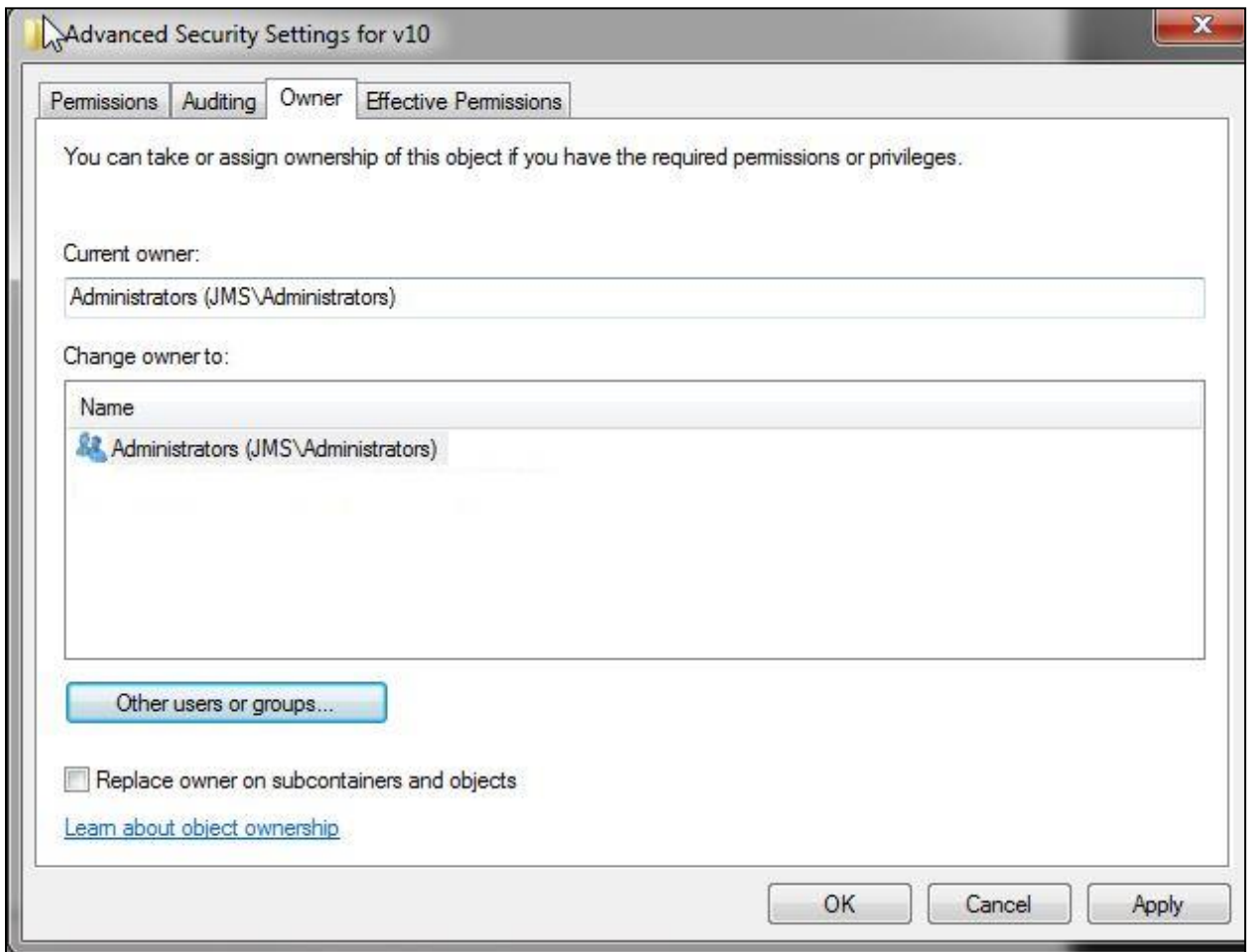2. **Navigate to HKEY_LOCAL_MACHINE\Software\Procare Software\Procare\v10**

3. **Right click on that key. Open the Permissions. Open the Advanced permissions. Click into the Owner tab. It likely will give an error about "can not display the current owner but you can change the owner". This is normal. Close that error message. Beneath the Change Owner To: box click the Other Users and Groups button.**
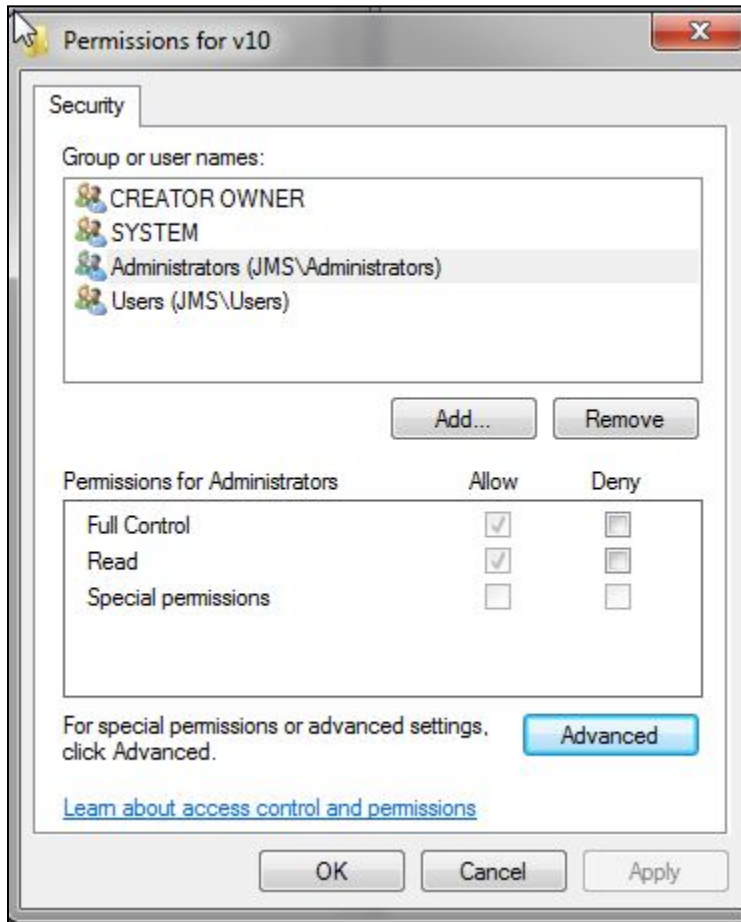

4. **Type administrators or your individual user name into the bottom box and click Check Names button**
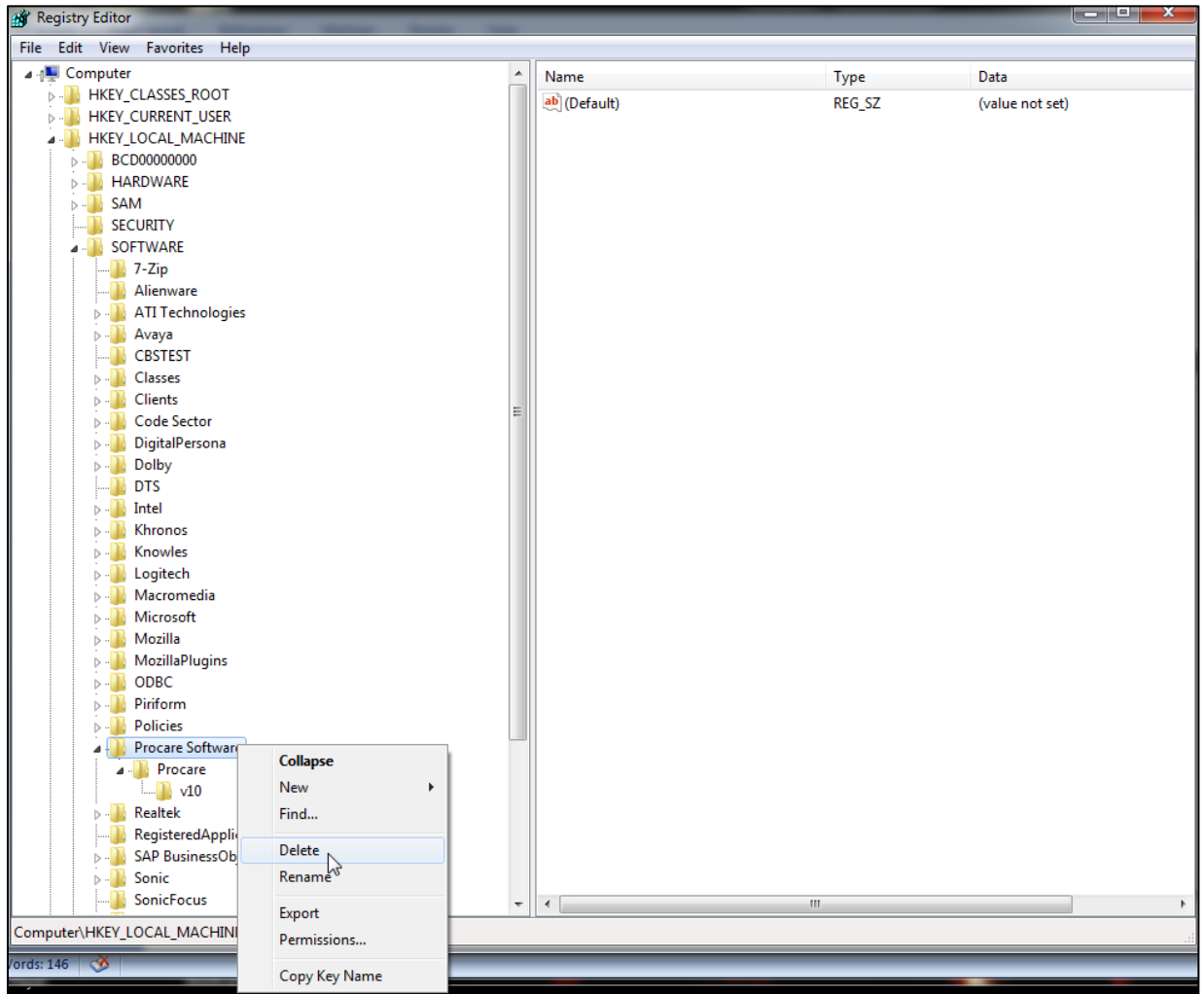
5. **The entered name will be displayed in the Change Owner To: box. Select that and click Apply and then OK buttons**
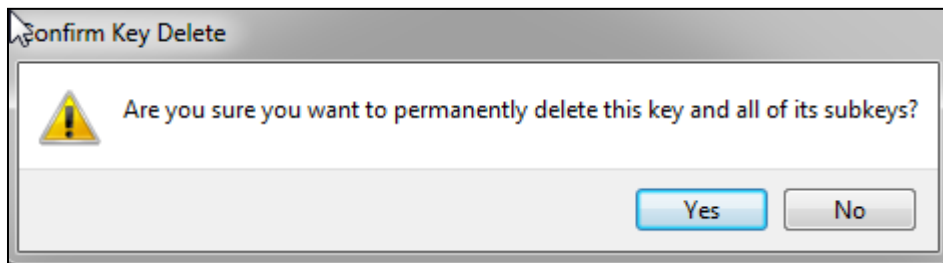
6. This will take you back to the Permission window. Select the user name you just added, then click on Full Control under Permissions, click apply, and click ok.

7. **Now select the key HKEY_LOCAL_MACHINE\SOFTWARE\Procare Software. Right click and choose delete**

8. **When it asks if you are sure you want to delete click yes.**

9. **Close Regedit and reinstall Procare.**