



## Facilis Technology, Inc. Technical Note

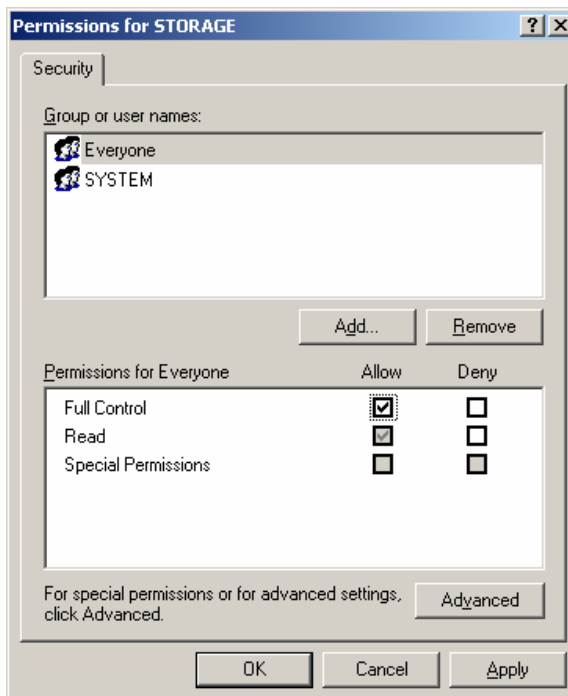
TN-023

### Registry errors on Windows TerraBlock clients.

Due to the mounting and unmounting of many volumes on Windows, the registry can become full of unwanted entries. Over time the registry can become very large and as a result some error messages may be received when logging into Windows or launching an application. Mounted volumes in the TerraBlock Manager that do not appear in My Computer or Windows Explorer, even after reboot, may also be a symptom.

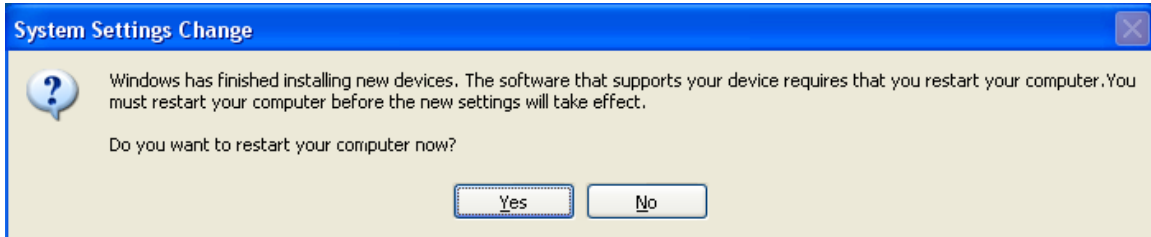
Follow the steps listed in this technical note to alleviate the issue. A utility, regCleaner.exe is required to clean the registry and complete these steps. The utility will be run from the Windows client. Copy the utility to the problematic client before beginning. To obtain the regCleaner.exe utility, please contact Facilis Technology support: [support@facilistech.com](mailto:support@facilistech.com).

1. Quit all applications and unmount all volumes via the TerraBlock Manager.
2. From the Start menu choose Run and type regedit.
3. The Windows registry editor will now be open. Navigate in the left pane to:  
**HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Enum\SCSI**
4. Right click on the SCSI directory and choose Permissions.
5. In properties, highlight "Everyone" and at the bottom of the window check off Allow Full Control. Click Apply.
6. Do the same for:  
**HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Enum\STORAGE**



7. Close the registry editor.
8. Double click the regCleaner.exe utility. The utility will now run clearing all unwanted entries.
9. After the utility finishes cleaning, you should be prompted in the command window to "Hit enter to exit".
10. Restart the client.
11. Run on any additional client experiencing full Registry errors or extremely slow mounting of volumes.

After the client has restarted and you begin to remount volumes, you may be prompted with a Window System Setting Change dialog:



Each mounting volume is considered new to the client. This client behavior is similar to when it was connected to the TerraBlock for the first time.

Click "No" to the System Settings Change.

*Note: If you do encounter problems, such as the volume appears in Disk Management but not in My Computer, a restart may be required.*

Steps 1 through 7 will only have to be executed once per client. To run regCleaner again at a later date, just double click the .exe. The permissions will be set properly from this point forward.