PDF version of this document here: http://www.hackneys.com/travel/docs/gmsregistryerrorfix.pdf

Scope:
Garmin MapSource (GMS), all known versions; Windows OS

Background:
Garmin MapSource (GMS) is software provided by Garmin with some of its map products. GMS is used to create, edit and manipulate waypoints, routes and tracks. GMS is also used to upload and download GPS data to and from Garmin GPS receivers.

Problem Description:
Garmin MapSource (GMS) will not load/start if its registry is corrupted.

Challenge:
If the corrupted GMS registry condition exists, on startup/load GMS will display an error message dialog containing a message similar to: "Problem with MapSource Registry. Reinstall MapSource and restart."

Removing and re-installing MapSource does not solve the problem. No matter how many times you remove and reinstall GMS the same error message appears. You are unable to start GMS. You are without GPS mapping software. No joy.

Causes:
- GMS registry is corrupted, or at a minimum, GMS reads it as corrupted.
- GMS does not fully uninstall. GMS registry entries are not removed from the system.

Solution Summary:
1. If possible, completely backup your computer
2. Establish a recovery point
3. Backup/export entire system registry
4. Backup/export MapSource registry
5. Backup Mapsource installation directory
6. Uninstall MapSource
7. Delete MapSource installation directory (if required)
8. Delete Garmin registry entries
9. Re-install MapSource from CD
10. Re-install map sets from CD if available
11. Manually restore map sets if required
12. Edit registry for manual map restore if required

Context:
If you are in your office or at home, this solution is easy to implement. However, if you are in the field or on an extended expedition with limited resources, it can be a major challenge. At a minimum, it requires some pre-planning and the inclusion of specific items on your pack list.

Solution minimum requirements:
1. Unlock codes for all utilized Garmin Map products
2. A CD copy of one Garmin map product including GMS. All country level Garmin map products I know of include it, but there may be exceptions.
3. [Optional, and a lot easier] CD copies of all utilized Garmin Map products.
4. Sufficient knowledge, experience and ability to edit the Windows registry

Solution Detail:
The GMS registry can suddenly become corrupted for no apparent reason. If you uninstall another software product, install another software product, optimize your registry, etc., GMS can decide that its registry is corrupted.

At that point, it is impossible to recover from the problem. You cannot open or use GMS. The suggestion in the GMS error box does not provide a solution, as GMS does not, in any version, completely uninstall from your system.

If you are in the field, and are relying on GMS for mapping/GPS functions, you can be in a very serious situation. This solution is for those situations.

```
**********************************************************************************************************
!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
!!!                         WARNING   WARNING   WARNING   WARNING                              !!!
!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
**********************************************************************************************************
```

This solution requires the editing of your computer's Windows registry. If you have no experience with the registry, are unsure of how to do this, or haven't done it in a while but think you know how (which is the most dangerous condition of all), please do not proceed. Instead, seek help from an experienced person.

If you choose to attempt this fix, proceed with ***MAXIMUM POSSIBLE CAUTION***.

Editing the registry CAN DESTROY YOUR SYSTEM. It can make your entire computer system inoperable.

There is NO UNDO from this procedure.

If you follow this procedure you are ON YOUR OWN. This fix is unsupported.

There are no guarantees or warranties of performance, completeness, lack of errors or fitness to purpose for the following instructions. The following procedure may permanently harm your computer.

You and you alone ARE RESPONSIBLE for this edit.

Use this procedure AT YOUR OWN RISK.

```
**********************************************************************************************************
!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
!!!                         WARNING   WARNING   WARNING   WARNING                              !!!
!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
**********************************************************************************************************
```

Editing the registry is pretty straightforward, but the stakes are as high as they can possibly get. You really can destroy your computer. Last chance. Proceed at your own risk.

You will be working with two different sections of the registry. Garmin installation information is kept in a Garmin section in both the HKEY_CURRENT_USER and HKEY_LOCAL_MACHINE registry sections.

Detailed Recovery Procedure

Prerequisites:
1. Before you leave, create backup CD copies of all utilized Garmin maps. Ensure at least one of them includes a GMS install. All country level Garmin maps I know of include GMS but there may be exceptions. Clearly label them and store the CDs in your vehicle in a safe place. *** You MUST have at least one CD containing an install of GMS for this fix to work. ***
2. Before you leave, create copies of all Garmin Map unlock codes. Store the unlock codes in a safe place. If possible, write them on the relevant CD with a permanent marker (Sharpie type). *** You MUST have ALL map unlock codes for this fix to work. ***
3. [Optional] Before you leave, create a complete backup of your computer and leave it at home. This will be your disaster recovery option A.
4. [Optional] Before you leave, export a copy of your entire registry. This will be your disaster recovery option B.

Field Fix for Garmin Registry Error Detailed Steps:
1. Re-boot your computer. The best process is a complete power-off and then restart.
2. Close/exit from any open applications/software.
3. If possible, completely backup your computer. If you are on an expedition, this is one of the reasons you brought those 1 Terabyte USB or RAID drives. Include a registry backup (details on how to do this follow).
4. Establish a recovery point. To access the System Restore Wizard, click Start, and then click Help and Support. Click Performance and Maintenance, click Using System Restore to undo changes, and then click Run the System Restore Wizard. Set a recovery point. Exit the wizard.
5. ** Last warning. From here on, you can destroy your computer. Last warning. Proceed at your own risk. You and YOU ALONE are responsible for the following steps. ** Start the Windows registry editor, Regedit. Click Start, Run, enter regedit and click OK.
6. Backup the entire registry.
    a. In Regedit, select "My Computer"
    b. In Regedit, select File:Export
    c. Navigate to the location where you'd like to store the backup. If possible, it is a good idea to put the backup on a removable thumb drive or attached USB drive as well as on a local disk.
    d. Wait for the total registry backup to complete
7. In Regedit, select "My Computer"
8. In Regedit, click on the + icon next to HKEY_CURRENT_USER to expand the folder
9. In Regedit, click on the + icon next to "Software" to expand the folder
10. Backup the HKEY_CURRENT_USER Garmin registry section
    a. In Regedit, select the "Garmin" folder
    b. In Regedit, select File:Export
    c. Navigate to the location where you'd like to store the backup. If possible, it is a good idea to put the backup on a removable thumb drive or attached USB drive as well as on a local disk.
    d. Wait for the HKEY_CURRENT_USER Garmin registry backup to complete

11. Rename the HKEY_CURRENT_USER Garmin registry section
    a. In Regedit, select the "Garmin" folder
    b. Right click on the "Garmin" folder
    c. From the drop down menu select "Rename"
    d. Rename the Garmin folder to GarminCorrupt
12. In Regedit, click on the – icon next to HKEY_CURRENT_USER to close the folder
13. In Regedit, click on the + icon next to HKEY_LOCAL_MACHINE to expand the folder
14. In Regedit, click on the + icon next to "Software" to expand the folder
15. Backup the HKEY_LOCAL_MACHINE Garmin registry section
    a. In Regedit, select the "Garmin" folder
    b. In Regedit, select File:Export
    c. Navigate to the location where you'd like to store the backup. If possible, it is a good idea to put the backup on a removable thumb drive or attached USB drive as well as on a local disk.
    d. Wait for the HKEY_LOCAL_MACHINE Garmin registry backup to complete
16. Rename the HKEY_LOCAL_MACHINE Garmin registry section
    a. In Regedit, select the "Garmin" folder
    b. Right click on the "Garmin" folder
    c. From the drop down menu select "Rename"
    d. Rename the Garmin folder to GarminCorrupt
17. Close Regedit. Select File:Exit.
18. Backup Mapsource installation directory
    a. Open Windows Explorer. Click Start, Programs:Accessories:Windows Explorer
    b. Using Windows Explorer, backup the Garmin GMS installation directory. This is normally C:\Garmin.
    c. In Windows Explorer, navigate to and select the C:\Garmin folder.
    d. In Windows Explorer select Edit:Copy
    e. In Windows Explorer, navigate to the location where you'd like to store the backup. If possible, it is a good idea to put the backup on a removable thumb drive or attached USB drive as well as on a local disk. When copying to the local disk drive, make sure to put it into another folder such as C:\backups\.
    f. In Windows Explorer, select Edit:Paste
    g. Wait for the copy to complete
    h. Close Windows Explorer. Select File:Close.
19. Uninstall MapSource
    a. Click on Start:Settings:Control Panel
    b. In Control Panel, from the list, double click Add or Remove Programs
    c. In Add or Remove Programs, from the list, select the first Garmin product that is installed in your system
    d. Click the "Remove" button
    e. Repeat steps C and D for all Garmin products installed on your system
    f. Close Add or Remove Programs. Click the red X box in the upper right corner of the Add or Remove Programs window.
    g. Close Control Panel. Select File:Close.
20. Delete MapSource installation directory, if required. Note: It is not uncommon for the Add or Remove Programs uninstall process to leave the C:\Garmin folder on your system. It is very common for the C:\Garmin MapSource installation files to remain on your system even after uninstalling all Garmin software.
    a. Open Windows Explorer. Click Start, Programs:Accessories:Windows Explorer
    b. In Windows Explorer, check for the existence of the C:\Garmin folder.
    c. In Windows Explorer, if the C:\Garmin folder exists, select the C:\Garmin folder
    d. In Windows Explorer, select File:Delete. Confirm deletion.
    e. Wait for the file deletion operation to complete
    f. Close Windows explorer. Select File:Close.

21. Re-install MapSource
    a. Select a Garmin map product CD that includes Mapsource
    b. Insert the CD into your computer
    c. Follow the normal installation procedure. Unless you have a very specific need for any customization, follow all defaults.
    d. Wait for the installation to complete
    e. Start Mapsource to confirm it is working
    f. Enter Garmin Map product unlock keys as required
    g. Repeat steps A through F for all Garmin Map products
22. If you have Map product CDs for all required maps, proceed to step 25.
23. Manually restore map set files, if required. If you do not have a Map Product CD, but you have the map unlock code, you can still restore your map set. You must complete the next two sections: file restore and registry restore, to fully restore your map sets. *** You will need all required map set unlock code(s) for this fix to work. ***
    a. Restore map data files using Windows Explorer. Open Windows Explorer. Click Start, Programs:Accessories:Windows Explorer
    b. In Windows Explorer, navigate to the location of your backup of the C:\Garmin folder. This will be on your local drive, removable thumb drive or attached USB drive. Note that you are looking for the **backup** copy of the Garmin installation folder, NOT the current C:\Garmin folder. On your local drive you would have put it inside another folder, such as C:\backups\Garmin.
    c. In Windows Explorer, double click on the backup of the Garmin installation folder.
    d. In Windows Explorer, select the folder(s) of the map sets you need to manually restore. If you are not sure which ones you need, visually compare the contents of the current (new) C:\Garmin folder with the backup version. You can start two copies of Windows Explorer and arrange them side by side for this comparison.
    e. In Windows Explorer, select Edit:Copy
    f. In Windows Explorer, navigate to your current (new) Garmin installation folder. This is typically C:\Garmin.
    g. In Windows Explorer, double click on your current (new) Garmin installation folder. This is typically C:\Garmin.
    h. In Windows Explorer, select Edit:Paste.
    i. Wait for the copy operation to complete.
    j. Repeat steps D through I for all map sets you need to manually restore.
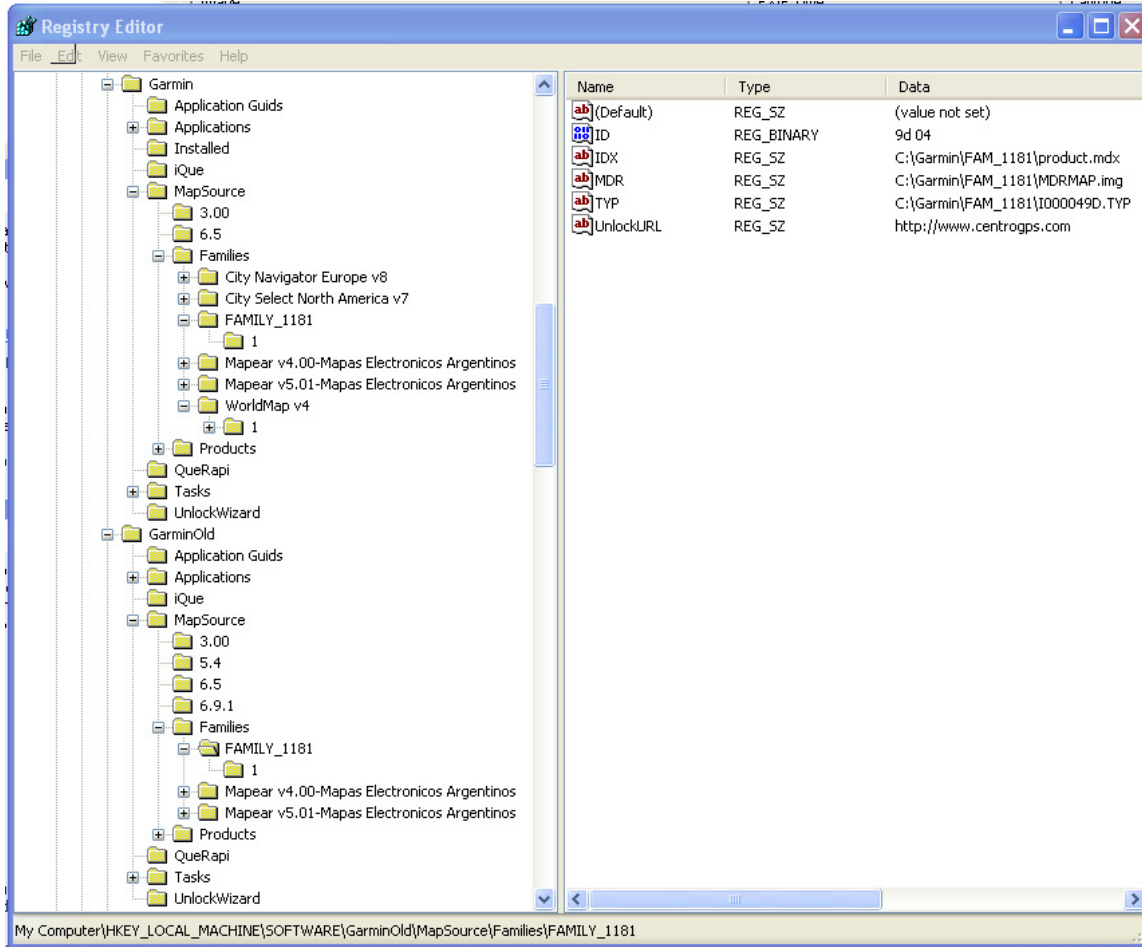   k. Close Windows explorer. Select File:Close.

24. Manually restore map set registry data, if required.
    a. Backup the new Garmin registry entries.
    b. Start the Windows registry editor, regedit. Click Start, Run, enter regedit and click OK.
    c. In Regedit, click on the + icon next to HKEY_LOCAL_MACHINE to expand the folder
    d. In Regedit, click on the + icon next to "Software" to expand the folder
    e. Backup the HKEY_LOCAL_MACHINE Garmin registry section
        i. In Regedit, select the "Garmin" folder
        ii. In Regedit, select File:Export
        iii. Navigate to the location where you'd like to store the backup. If possible, it is a good idea to put the backup on a removable thumb drive or attached USB drive as well as on a local disk. ** Note that you MUST put this Garmin HKEY_LOCAL_MACHINE Garmin registry backup in a different location than the first one you made prior to the re-installation of GMS. Put this new backup in a new or different folder such as C:\backups\Garmin GMS new install\. **
        iv. Wait for the HKEY_LOCAL_MACHINE Garmin registry backup to complete
    f. In Regedit, click on the + icon next to HKEY_LOCAL_MACHINE to expand the folder
    g. In Regedit, click on the + icon next to "Software" to expand the folder
    h. In Regedit, click on the + icon next to "GarminCorrupt" to expand the folder
    i. In Regedit, click on the + icon next to "MapSource" to expand the folder
    j. In Regedit, click on the + icon next to "Familes" to expand the folder
    k. In Regedit, scroll up if required so you can see the HKEY_LOCAL_MACHINE Garmin folder
    l. In Regedit, click on the + icon next to "Garmin" to expand the folder
    m. In Regedit, click on the + icon next to "MapSource" to expand the folder
    n. In Regedit, click on the + icon next to "Familes" to expand the folder
    o. In Regedit, visually compare the GarminCorrupt-MapSource-Families folder members to the Garmin-MapSource-Families folder members.
    p. In Regedit, in the Garmin-MapSource-Families folder, recreate all required family keys for all missing map products. Select Edit:New:Key. Name the new key the exact same corresponding name as in the **GarminCorrupt** set.
    q. Note that you normally need to create sub keys under the map product family name key. These sub keys are typically named "1," but may be named other numbers, such as 378 or 37a, etc. Ensure the sub keys are named exactly the same as the corresponding member in the **GarminCorrupt** set. Click on the + icon next to the map family name in the **GarminCorrupt** set to see the required sub key name.
    r. In Regedit, in the **GarminCorrupt**-MapSource-Families folder, select the first map family folder that you restored.
    s. Examine and document the contents of the right panel of Regedit. If possible, do a screen shot of the contents or print out/write down the contents. Specifically, note the type of registry entries. Garmin map product families typically have two types of entries: text string and binary. There is usually only one binary entry. Text string entries have an icon showing "ab." Binary entries have an icon showing "011110." See following screen shot for an example.
    t. In Regedit, in the **Garmin**-MapSource-Families folder, select the restored map family folder that corresponds to the one you just documented.
    u. In Regedit, select Edit: and either String Value or Binary Value depending on the type required. Use the exact same name as in the **GarminCorrupt** set.
    v. Repeat step U for each required Value to match exactly the **GarminCorrupt** set.
    w. In Regedit, in the right panel, select the first key value you just created. Right click on the value. Select modify.
    x. Enter the exact same String or Binary value as in the **GarminCorrupt** set.
    y. Repeat step X for all key values.
    z. Repeat steps P through Y for all manually restored maps sets.
    aa. Close Regedit. Select File:Exit.
25. Open MapSource. Select Start:Programs:Garmin:MapSource
26. Enter all Map set unlock codes as required
27. Confirm all maps are available and functioning
28. Garmin restoration is now complete. Joy.

Notes:
1. If you mess up the Garmin registry edits, immediately restore the second (new install) Garmin registry section backup and try again. In Regedit, select File:Import. Navigate to your backup location of the second (new install) GMS registry values. Select the registry backup file.
2. Use the backups and restore points you created in the process appropriately if required.

Screen shot for step o.

[end Field Fix Garmin MapSource registry error]