

# Error 1327. Invalid Drive: when installing Crystal Reports 11.5

Last Modified on 01/18/2022 3:52 pm EST

## Symptom

When installing Crystal Reports 11.5, you receive an error similar to *Error 1327. Invalid Drive: Drive.*

This error might occur if a registry key contains an incorrect value in a Data field.

## Resolution

1. Select **Start > Run**.
2. In the **Run** box, type *regedit*, and then click [OK].
3. In Registry Editor, locate the following registry key:  
**HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\Explorer\Shell Folders**
4. In the right pane, note the values in the **Data** field of each entry. If any value contains a drive that is not correct for your workstation, right-click the entry, type *c:\my documents* in the **Value data** box, and then click **OK**.
5. Repeat step 4 for each entry whose **Data** value contains an incorrect drive.
6. Repeat steps 3 through 5 for each of the following registry keys:
  - HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\Explorer\User Shell Folders
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer\Shell Folders
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer\User Shell Folders
7. Close Registry Editor.
8. Install Crystal Reports again.

## Applies To

OnGuard (All versions)

## Additional Information

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