

Error Installing OnGuard on Windows Vista Business Edition

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Symptom

The following error message is displayed when opening the installation log file during the installation of OnGuard client software on a computer running Windows Vista.

"Verify that the specified log file location exists and is writable."

Resolution

This error occurs when a user logged into Windows Vista does not have proper permissions for Windows Installer to create the installation log specified in the **setup.ini** file.

Note: The path to the installation log is **%WINDIR%\6_0_Installation.log**.

To resolve the issue, complete the following steps.

- 1) Examine the installation disc using Windows Explorer.
- 2) In the root directory of the installation disc, right-click on the **setup.exe** file, then select **Run as Administrator**.
- 3) If prompted, enter a **User Name** and **Password**.

Setup should complete with no further errors.

Applies To

OnGuard (All versions)
Windows Vista

Additional Information

This error does not occur if the current user has proper user permissions. If using Windows Vista, OnGuard setup requires that the current user have administrative privileges.
