Error 1720 during installation of OnGuard 6.0.148 Hot Fix 1.0

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Symptom

The following error message appears during the installation of OnGuard 6.0.148 Hot Fix 1.0 on a Windows Server 2003 system.

"Error 1720. There is a problem with this Windows Installer package. A script required for this install to complete could not be run. Contact your support personnel or package vendor. Custom action Update_WMImof script error -2147024894, : Line 9,..."

Resolution

OnGuard 6.0.148 Hot Fix 1.0 requires the **mofcomp.exe** file to be located at **C:\Windows\system32\wbem**.

This error may occur if the default Windows folder is **C:\WINNT** rather than **C:\Windows** on the Windows Server 2003 system. If this is the case the Windows Management Instrumentation (WMI) file named **mofcomp.exe** will be located at **C:\WINNT\system32\wbem**.

To resolve this issue:

1) Create a folder named **Windows** in **C:**.

2) Create a folder named **system32** in **C:\Windows**.

3) Create a folder named **wbem** in **C:\Windows\system32**.

4) Copy the **mofcomp.exe** file from **C:\WINNT\system32\wbem** to **C:\Windows\system32\wbem**.

Applies To

OnGuard 2008 (6.0.148)
Windows Server 2003

Additional Information

None