Unable to upgrade from OnGuard 2010 to OnGuard 2010 Technology Update

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Symptom

When upgrading from OnGuard 2010 to the OnGuard 2010 Technology Update, the Maintenance wizard starts, and the options to Modify, Repair, or Remove are available, but there is no option to upgrade.

Resolution

When upgrading from OnGuard 2010 to the OnGuard 2010 Technology Update, use the **6.4.500 Technology Update 1.0.exe** file, located on the OnGuard 2010 Technology Update installation disc image in the **Technology Update 1 (Stand-Alone)** folder.

Note: You cannot use **setup.exe** to upgrade from OnGuard 2010 to the OnGuard 2010 Technology Update.

Applies To

OnGuard 2010 Technology Update (6.4.500)

Additional Information

None