

OnGuard installation fails without error during Crystal Reports runtime portion

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Symptom

During the portion of the OnGuard installation when the Crystal Reports runtime is installed, the installation of OnGuard may fail. No errors or messages are reported.

On a Windows operating system, this issue may occur even if you are logged into Windows as a local administrator, and executing the OnGuard installation using the "Run as administrator" option.

Resolution

One possible cause of this issue is that the McAfee Host Intrusion Prevention feature is enabled.

To disable the feature, complete the following steps:

- 1) Right-click the icon in the System Tray for McAfee.
- 2) From the **Manage Features** menu, select **McAfee Host Intrusion Prevention > Disable**.
- 3) Retry the OnGuard installation. At this point, you should be able to pass the previous point of failure.

Applies To

OnGuard (All Versions)

Additional Information

None
