

# Error during installation of OnGuard 2010 on Windows system with language pack installed: "Error 1609. An error occurred while applying security settings."

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## Symptom

The following error may occur during installation of OnGuard 2010 (6.4.500) on a Windows system with a language pack installed.

"Error 1609. An error occurred while applying security settings. Users is not a valid user or group. This could be a problem with the package, or a problem connecting to a domain controller on the network. Check your network connection and click Retry, or Cancel to end the install."

## Resolution

To resolve the issue, follow the steps below.

1) If the operating system is Windows Vista, Windows 7 or Windows Server 2008, we recommend turning off User Account Control (UAC).

2) Open Command Prompt.

3) Type the following command and press Enter:  
net localgroup Users /add

4) Type the following command and press Enter:  
net user "CREATOR OWNER" /add

5) Close Command Prompt.

6) Ensure the Users group has Full Control permissions to the following folder.  
In Windows XP or Windows Server 2003:

**%SystemDrive%\Documents and Settings\All Users\Application Data**

In Windows Vista, Windows 7 or Windows Server 2008:

**%SystemDrive%\ProgramData**

6) If the error message is still on the screen, click [Retry] to continue the installation. If [Cancel] was clicked to end the installation, retry the installation again.

At this point, the error message should not appear again.

Note that the created user and group do not need any permissions applied to them. The installer applies permissions correctly using the SID for the CREATOR OWNER user and Users group; it is only the check for the existence of the groups, which uses the name.

Once the installer is completed, the user and group can be removed if desired.

## Applies To

OnGuard 2010 (6.4.500)

Microsoft Windows (all versions) with language pack installed

## Additional Information

None

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