

# Some OnGuard applications start slowly on computers without Internet access

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## Symptom

On computers without Internet access, some OnGuard applications may take 45 seconds or more to launch.

These applications include:

- Database Setup
- Universal Time Conversion Utility
- Form Translator

## Resolution

To resolve the issue, complete the following the steps:

- 1) On the affected computer, start Internet Explorer.
- 2) From the **Tools** menu, select **Internet Options**.
- 3) In the Internet Options window, select the Advanced tab.
- 4) In the Security section, deselect the **Check for publisher's certificate revocation** check box.
- 5) Click [Apply], and then [OK] to save the change.

## Applies To

OnGuard 2010 (6.4.500) or later  
Microsoft Windows (All versions)

## Additional Information

None

