

Error during installation of OnGuard 5.12.110 Hot Fix 1.0.11: "Error 1310. Error writing to file"

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Symptom

One of the following errors might occur during installation of OnGuard 5.12.110 Hot Fix 1.0.11:

- Error 1310. Error writing to file: C:\inetpub\wwwroot\LnI.OG.Web\LnI_PFx_Forms.js. Verify that you have access to that directory.
- Error 1310. Error writing to file: C:\inetpub\wwwroot\LnI.OG.WebService\Web.config. Verify that you have access to that directory.

Resolution

To resolve the issue, follow these steps:

1. Right-click on the identified folder (LnI.OG.Web or LnI.OG.WebService) and select **Properties**.
2. Go to Security tab, and then click [Advanced].
3. Go to Owner tab, and then click [Edit].
4. Select my user from the list, and check "Replace owner on subcontainers and objects".
5. Click [OK] several times to get back to the Security tab.
6. On the Security tab, click [Edit].
7. Give the Everyone User "Full control".
8. Click [OK] several more times, and then click [Retry] on the OnGuard error message. The installation will run successfully.

Applies To

OnGuard 5.12.110 Hot Fix 1.0.11

Additional Information

None
