

Installation of certain OnGuard 6.4.500 Hot Fixes on clients causes "Hot Fix Requires Database Changes" dialog to appear

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Symptom

When applying a Hot Fix on an OnGuard 6.4.500 client system, you are prompted with a **Hot Fix Requires Database Changes** dialog. The dialog indicates that once the Hot Fix installation has completed successfully, you must either reboot the server or restart the services and then run Database Setup. You then must check a box indicating that you understand Database Setup must run before you can continue with the Hot Fix installation.

The problem is that the OnGuard client was never initially installed with the Database Setup feature (which is a server feature), and there is no Start menu entry on the system to run the application. This issue is introduced by the application of the stand-alone Technology Update 1.1 or by the installation of Hot Fix 1.2 through 1.7 on an OnGuard 6.4.500 client system. Installation of these packages will cause the Database Setup application to be inadvertently placed down on the disk in error. The installation of Technology Update 1.1 or Hot Fix 1.2 through 1.7 on a client system will not initially open the **Hot Fix Requires Database Changes** dialog during the first application. It does, however, place residual elements that will get detected by any subsequent Hot Fix installations (which will then open the dialog).

Resolution

When encountering the **Hot Fix Requires Database Changes** prompt on a client system, check the agreement box, continue the installation, and ignore the requested actions because this is a client system (and those actions will already be applied from the server). If you run the Database Setup application on the client system, there would be no harm because you are simply reapplying the database changes that would already be in place from the server Hot Fix installation. This scenario will be corrected in a future Hot Fix so that it is detected and permanently corrected.

Applies To

OnGuard 2010 (6.4.500) or later

Additional Information

None
