

# OnGuard Installation hangs at Crystal Reports section

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## Symptom

When installing OnGuard, the installation hangs at the Crystal installation section.

## Resolution

1. In Windows, open the Task Manager, and then select the Processes tab.
2. Sort the Processes by Image Name.
3. Find the processes named msixec.exe.
4. Select the msixec.exe process with the smallest size, and that is not growing in size, and then click [End Process].

At this point the msixec.exe process will recreate itself and the installation should continue. If the installation does not continue, repeat step 4. If the installation hangs later in the installation, repeat steps 1 through 4 until the installation completes successfully.

## Applies To

OnGuard (All versions)

## Additional Information

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