

During OnGuard installation you get Error 1310

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Symptom

During the installation of OnGuard, the following error message appears:

```
OnGuard 2012 Installer Information
Error 1310. Error writing to file:
Verify that you have access to that directory.
```

Resolution

This error is caused by bad installation media. If the OnGuard Installation ISO file was downloaded and burned to DVD, there may be errors on the disc.

To resolve this issue, select one of the following options:

- Download the ISO image again. Use a program like WinRAR or 7zip to extract the installation files to new folder `C:\OG`. Run the installation from that location
- Download the ISO image and use a disk mounting utility such as Magic Disc to mount the image as a virtual disc and run the installation.
- Obtain installation media from Lenel Systems. (Order Part Number OG-MEDIA)

Applies To

OnGuard (All versions)

Additional Information
