

Troubleshooting OAAP Add-On Installs

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How to Troubleshoot OAAP add-on installs.

Procedure Steps

1. Place the .msi file for the add-on on the machine you will be installing it on
2. Open cmd by right clicking and selecting Run As Administrator.
3. Navigate to the location of the .msi file via command prompt (command below)
 - `cd "C:\Folder A\Folder B\Some Other Folder\addon.msi"`
4. Type the following command in the command prompt:
 - `msiexec /i "addon.msi" /L*V example.log`
5. The add-on installation should start. Follow the prompts (if there are any) to complete the install.
6. After the install completes, there should be a log file in the same location as the .msi file (the name of the log file for the command in step 4 is example.log).

Open the log file and search for any entries that say "Failed to register file"

If you see any of the above entries, the installation did not complete successfully.

NOTE: The log will say "Installation operation completed successfully" at the end of the log every time, even if there were files that failed to register. As such, do not assume that the installation was successful if you see this message.

If you have files that failed to register and are unsure of what to do, please reach out to Technical support

Applies To

OnGuard (All Versions)

OAAP Products

Additional Information
