Fatal Error Occurred During Installation

Last Modified on 05/19/2025 8:43 am EDT

Symptom

The following error appears when a client tries to launch the LS Client Update Service application:



"A Fatal error occurred during installation. The installation is running in an unsupported, reducedinterface mode. If using Client Update, select the "Allow service to interact with desktop" option on the Log ON tab of the LS Client Update Service. For more information, refer to the OnGuard Release Notes. If deploying the installation without Client Update, refer to the OnGuard Release Notes. If deploying the installation without Client Update, refer to "Manual Unattended Client Deployment" in the Advanced Installation Topics guide for information on supported modes and parameters. Click "OK" to close the installer."

Resolution

 Run Services.msc and locate the LS Client Update Server service on the Application Server. Right-click and view its properties. Verify the Allow service to interact with the desktop checkbox in enabled.

eneral	Log On	Recovery	Dependencies	
log on	as:			
Loc	al System	account		
\checkmark	Allow servi	ce to interac	t with desktop	
O This account:				Browse
0				
Pas	sword:			

2. On the client machine, run **Services.msc** and verify that the LS Client update Service is not running.

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🔍 Services (Local)	O Services (Local)					
	LS Client Update	Name	Description	Status	Startup Type	Log On As
	Start the service	Link-Layer Topology Discov Local Session Manager LPA Service	Creates a N Core Windo This service	Running	Manual Automatic Manual (Trig	Local Service Local System Local Service
	Description: The Client Update service is used to automatically update client workstations with the latest release	LpsSearchSvc	Service resp	Running	Automatic	Local System
		LS Client Update	The Client		Manual	Local System
		LS Config Download Service	This service		Manual	Local System

3. Log into an application in OnGuard. When prompted that the installation is out of date, close the option to update now. The OnGuard application closes and the LS Client Update Service Application launches.

Applies To

OnGuard 7.0 and newer

Additional Information

None