

Client hangs on "Migrating feature states from related applications...." when upgrading to 7.5 or later

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Symptom

Client update hangs on "Migrating feature states from related applications..." step when upgrading to OnGuard 7.5.375.1 or later Conditions to produce:

- Server has OnGuard 7.5.375.1 or later installed
- Client has an earlier version of OnGuard installed (earlier 7.5 or 7.4)
- Client Update services are running on both machines

Resolution

Workaround using an account with Administrator privileges:

1. On the client machine, open **Windows > Services**, then stop LS Client Update.
2. Open task manager, then end the **Lnl.OG.AutoUpgrade.Client.exe** task.
3. Restart the update procedure.

Workaround using an account without Administrator privileges:

1. On the client machine, right-click on **Windows > Services** and select "Run as Administrator", then provide administrator credentials.
2. Stop the LS Client Upgrade service.
3. Open task manager, then end the **Lnl.OG.AutoUpgrade.Client.exe** task.
4. Restart the update procedure.
5. Provide administrator credentials again.

Applies To

OnGuard 7.5 and OnGuard 7.5 Update 1

Additional Information

