Error 27519 during the OnGuard installation

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Symptom

The following error is displayed during OnGuard installation.

"Error 27519. Error updating XML file C:\Documents and Settings\All Users\Application Data\Lnl\Application.config"

You are then given the option to Abort, Retry, or Ignore.

Resolution

This error is displayed when one of the folders in the path **C:\Documents and Settings\All Users\Application Data\Lnl** has its attributes set to Read Only.

Follow the steps below to resolve this issue.

1) Use Windows Explorer to navigate to the **C:\Documents and Settings\All Users\Application Data** folder.

2) Right-click on the **C:\Documents and Settings\All Users\Application Data\Lnl** folder, and select **Properties**.

3) In the Properties dialog, deselect the **Read Only** check box, then click [Apply].

4) In the Confirm Attribute dialog, select the **Apply changes to this folder, subfolders, and files** radio button, and then click [OK] twice.

5) Retry the OnGuard installation. If the error persists, perform steps 1-4 again on the folder one level above the listed folder.

Applies To

OnGuard 2008 (6.0.148)
OnGuard 2006 Technology Update (5.12.110)
OnGuard 2006 (5.12.012)

Additional Information

None