

# OnGuard installation fails without error during Crystal Reports runtime portion

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## Symptom

During the portion of the OnGuard installation when the Crystal Reports runtime is installed, the installation of OnGuard may fail. No errors or messages are reported.

On a Windows operating system, this issue may occur even if you are logged into Windows as a local administrator, and executing the OnGuard installation using the "Run as administrator" option.

## Resolution

One possible cause of this issue is that the McAfee Host Intrusion Prevention feature is enabled.

To disable the feature, complete the following steps:

- 1) Right-click the icon in the System Tray for McAfee.
- 2) From the **Manage Features** menu, select **McAfee Host Intrusion Prevention > Disable**.
- 3) Retry the OnGuard installation. At this point, you should be able to pass the previous point of failure.

## Applies To

OnGuard (All Versions)

## Additional Information

None

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