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

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", the 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