

# "OLE initialization failed: make sure that the OLE libraries are the correct version"

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## Symptom

Launching an OnGuard application presents the following error:

*OLE initialization failed: make sure that the OLE libraries are the correct version*

## Resolution

Browse your Add/Remove Programs for any unknown software.

Scorpion Saver is known to cause this issue.

After removing the unknown software, run a malware scan using a third-party program such as MalWare Bytes.

## Applies To

OnGuard (all versions)

## Additional Information

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