

DirectX error (Error -20) during installation of SkyPoint Client

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Symptom

During the installation of the SkyPoint Client software you may encounter a DirectX error (Error -20). The SkyPoint Client installation will fail due to the DirectX error.

Resolution

This error will occur if other applications that use DirectX are currently running on the computer where the SkyPoint Client software is being installed. Such applications include OnGuard services and applications (Alarm Monitoring, System Administration, Communication Server, etc.).

To prevent the error from occurring close all OnGuard applications and the Communication Server prior to launching the SkyPoint Client installation.

Applies To

OnGuard 2010 (6.4.500) or later
SkyPoint

Additional Information

None
