Windows Installer runs after OnGuard installation is complete

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Symptom

Windows Installer runs after OnGuard installation is complete

Resolution

On occasion, the Windows Installer will check to see if a new version of software is available. The Windows Installer may falsely detect that there are components of OnGuard that are available for installation and may attempt to run. To resolve this issue:

1)   Close all OnGuard applications.

2)   In the **C:\Program Files\OnGuard** directory, create a folder called **DBSetup**.

3)   Inside the **DBSetup** folder, create a folder called **New**.

The presence of this folder will indicate to the Windows Installer that all components of OnGuard have been installed and prevent it from running again.

Applies To

OnGuard 2006 (5.12 012)
OnGuard 2006 Technology Update (5.12.110)

Additional Information

None