Error 1931 during OnGuard 2008 (6.0.148) installation on localized Windows XP operating system

Last Modified on 10/06/2022 4:19 am EDT

Symptom

The following error message may appear during the installation of OnGuard 2008 (6.0.148) on a localized Windows XP operating system:

"Error 1931. The Windows Installer service cannot update the system file C:\WINDOWS\system32\xenroll.dll because the file is protected by Windows. You may need to update your operating system for this program to work correctly."

Resolution

This error message is simply a warning and can be ignored. Click [OK] to dismiss the error message and continue the OnGuard installation.

If there are no further error messages, the OnGuard installation will complete and all applications will be fully functional.

Applies To

OnGuard 2008 (6.0.148)
Language Packs

Additional Information

This issue has been confirmed when using the localized versions of Windows XP for Spanish, French, Japanese and Swedish; other localized operating systems may also be impacted.