

NCPA - Agent Installation Issue

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Problem Description

You install NCPA on Windows Server 2008 R2 and the install appears to run normally and completes.

However no directory/services/processes are created after and it does not appear under **Uninstall or change a program** in the control panel.

The following is logged in the Application Log:

```
Log Name: Application
Source: SideBySide
Date: 2/3/2015 1:07:20 PM
Event ID: 33
Task Category: None
Level: Error
Keywords: Classic
User: N/A
Computer: server.domain.local
Description:
Activation context generation failed for "C:\Program Files (x86)\Nagios\NCPA\ncpa_passive.exe". Dependent Assembly Microsoft.VC90.CRT,p
```

Resolving The Problem

You need to make sure the Microsoft Visual C++ 2008 Redistributable Package is installed on your server. Please refer to Microsoft's guide here:

<https://www.microsoft.com/en-au/download/details.aspx?id=29>

Final Thoughts

For any support related questions please visit the [Nagios Support Forums](#) at:

<http://support.nagios.com/forum/>

Posted by: **tlea** - Thu, Jan 21, 2016 at 10:22 PM. This article has been viewed 3888 times.

Online URL: <https://support.nagios.com/kb/article/ncpa-agent-installation-issue-138.html>