Error message logging Into System Administration: "Could not add columns to table 'USER_ACCOUNT'"

Last Modified on 05/14/2025 11:53 am EDT

Symptom

The following error message displays after starting System Administration, typing a user name and password, and then clicking [OK]:

Could not add columns to table 'USER_ACCOUNT'

This error may be followed by one or more additional database-related errors prior to the System Administration application becoming available for use.

This error should only occur on an OnGuard system that has been upgraded from a previous version of OnGuard.

Resolution

This error message often displays when Database Setup has not been run after an upgrade of the OnGuard software.

To resolve this error, complete the following steps:

1) Run the Database Setup application to update the back-end database to the currently installed version of the OnGuard software.

If the error persists, follow steps 2-5 below.

2) Edit the **ACS.INI** file located in either the **C:\WINDOWS** or **C:\WINNT** folder:
- Under the [DataBase] section, modify the following line from:
DataSourceType=0
to:
DataSourceType=2
- Save and close the **ACS.INI** file.

3) Start System Administration. You will be prompted to choose the ODBC DSN you will use to connect to the database. By default, this is "Lenel."

4) Type the desired user name and password, and then click [OK].

Note: No error messages should result from these steps.

5) If you wish to remove the ability to choose the ODBC DSN used to connect to the database, edit the

ACS.INI file:
- Under the [DataBase] section, modify the following line from:
DataSourceType=2
to:
DataSourceType=0
- Save and close the **ACS.INI** file.

If the error still persists and you are using a 64-bit version of Microsoft Windows, you may have a 64-bit ODBC connection to the database, which will not work. You must create a 32-bit ODBC connection instead. To do this, refer to KB article , "How to configure ODBC DSNs in 64-bit versions of Microsoft Windows".

Applies To

OnGuard (All Versions)
SQL Server (All versions)

Additional Information

None