Error in Database Installation Utility during OnGuard installation: "Internal logic error"

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Symptom

During the OnGuard installation, the Database Installation Utility is launched by the installer which creates the AccessControl database.

To continue installation the username and password credentials for the 'sa' database user must be entered.

If these are entered incorrectly the following error message will result and cannot be bypassed: "Internal logic error."

Resolution

To resolve the issue, the password for the 'sa' database user must be confirmed. To do this, follow the steps below. Leave the Database Installation Utility window open while performing these steps.

1) Install Microsoft SQL Server Management Studio Express (SSMSE).Located at Microsoft.com

2) Launch SQL Server Management Studio Express and log into the database server.

3) In the **Object Explorer** pane, expand **Security** and then expand **Logins**. Double-click on **sa**.

4) In the Login Properties window, enter a strong password in the **Password** and **Confirm password** fields. Click [OK].

5) Enter the password from step 4 into the prompt for credentials in the Database Installation Utility window. You should now be able to continue the OnGuard installation.

Applies To

OnGuard (All versions)

Additional Information

None