

Error in Universal Time Conversion Utility: "The persistence layer was unable to fulfill the request because it was unable to connect to the persistent store"

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Symptom

When using the Universal Time Conversion Utility, the error message, "The persistence layer was unable to fulfill the request because it was unable to connect to the persistence store." occurs.

Resolution

To resolve the issue:

1) Open the **application.config** file, located at **%SystemDrive%\Documents and Settings\All Users\Application Data\LnI** (Windows XP or Windows Server 2003) or **%SystemDrive%\ProgramData\LnI** (Windows Vista or Windows Server 2008).

2) For systems running SQL Server, the **application.config** file will contain a line similar to the following:

```
add key="ConnectionString" value="Data Source=SERVERNAME; Integrated Security=SSPI; Initial Catalog=AccessControl"
```

Ensure that SERVERNAME is the correct name of the database server, and that AccessControl is the correct name of the database itself. If the database resides on a different computer than the OnGuard installation, the Integrated Security setting may vary.

3) For systems running Oracle, the **application.config** file will contain a line similar to the following:

```
add key="ConnectionString" value="Data Source=SCHEMANAME; Integrated Security=no; User ID=USERID; Password=PASSWORD;"
```

Ensure that SCHEMANAME is the correct name of the schema in Oracle; this is typically LENEL. Ensure that USERID is the correct name of the database user, and PASSWORD is the correct password for the database user.

Applies To

OnGuard 2009 (6.3.249)

Additional Information

None

