Error running Database Translator in OnGuard 6.3.249 Language Pack: "You are not licensed to use the selected target language."

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Symptom

The following error message occurs when attempting to run the Database Translator in an OnGuard 6.3.249 Language Pack:

"You are not licensed to use the selected target language. Choose a language you are licensed for before continuing. For more information, consult the Language Pack User Guide."

Alternatively, the error message may be blank or empty.

Resolution

To resolve this issue:

1) In License Administration in the Language Support section of the OnGuard license, verify that support is enabled for the desired language.

2) Verify that the enabled language is the same one used when running Database Translator.

3) If the OnGuard license requires modification, please contact the Lenel Systems Integration Group by phone at (585) 267-7726, or by email at sig@carrier.com.

Applies To

OnGuard 2009 (6.3.249) or later
OnGuard Language Packs

Additional Information

Starting with 6.3.249, Language Accessory Add-ons require a special *language-specific license bit*. Users will need to request a 6.3.249 license keyed to their specific language so that they can utilize the LP.