

Error in Universal Time Conversion utility: "Without successfully authenticating the conversion utility will not be run."

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Symptom

After launching the Universal Time Conversion utility you may encounter the following error message: "Without successfully authenticating the conversion utility will not be run."

You may also see the following entry in the LnLogError.log, in the OnGuard logs folder. The **Machine:** and **Account:** values may vary.

Severity: Error
Component: PFX\Application Server\Startup
Where: a.a.d.InL_b.a
Process: LnI.OG.UTCCConversion.Utility
Machine: ACCESSCT-SERVER
Account: ACCESSCT-SERVER\Administrator
User ID:
Description: The operation failed because the database returned the following error:

Invalid object name 'LENEL.DB_TYPE_MAP'.
Details: Database error executing a select. (SELECT DB_TYPE_MAP."DB_TYPE_MAPID",DB_TYPE_MAP."TYPE_VALUE",DB_TYPE_MAP."USE_TYPEID_FOR_VALUE",DB_TYPE_MAP."DB_TABLE_MA FROM LENEL.DB_TYPE_MAP DB_TYPE_MAP ORDER BY DB_TYPE_MAP."DB_TYPE_MAPID")

Stack Trace:
at a.c.a.a.InL_b.a(SqlStatement[] A_0)
at a.c.a.a.InL_b.ctor(ICursorMapper A_0, SelectInfo A_1)
at LnI.Persistence.Server.Database.DatabaseMapper.b(SelectInfo A_0, Boolean A_1, Boolean A_2)
at LnI.Persistence.Server.Database.DatabaseMapper.j(SelectInfo A_0)
at LnI.Persistence.Server.Database.DatabaseMapper.ExecuteQuery(RetrieveCriteria criteria)
at LnI.Persistence.Server.PersistenceManagerImpl.ExecuteQuery(RetrieveCriteria criteria, IPersistenceContext context)
at LnI.Persistence.Server.PersistenceManager.ExecuteQuery(RetrieveCriteria criteria, IPersistenceContext context)
at LnI.Persistence.Server.PersistenceManager.ExecuteQuery(RetrieveCriteria criteria)
at a.a.d.InL_f.a()
at a.a.d.InL_f.b()
at a.a.d.InL_b.a(PersistenceManager A_0, RelationalDatabase A_1, ArrayList A_2)

Resolution

To resolve the issue, follow either Solution Path 1 or Solution Path 2 below, or both, depending on which one is the issue.

Solution Path 1:

- 1) On the computer where the Universal Time Conversion utility is running, open the **application.config** file for editing.
- 2) Locate the following text in the application.config file:
add key="SchemaOwner" value="lenel"
- 3) Change the text in step 2 to look like the following:
add key="SchemaOwner" value="dbo"
- 4) Save and close the file.
- 5) Launch the Universal Time Conversion utility again. At this point, you should be prompted for the password for the OnGuard SA account.

Solution Path 2:

The Universal Time Conversion utility uses the Application Server. On Windows Server 2003 or 2008, the password for the 'lenel' database user must meet strong password requirements. Lenel's default password for the 'lenel' database user will not work.

If the database username and password are explicitly specified in the **application.config** file, this file must be updated to reflect the new, strong password for the 'lenel' database user.

Note that the password is required to meet strong password requirements only for the duration the Universal Time Conversion utility is executing. After execution is complete, the password can be reverted back, if desired.

Applies To

OnGuard 2009 (6.3.249) or later
SQL Server (All versions)

Additional Information

Note that the resolution steps apply to OnGuard systems using SQL Server. For OnGuard systems using Oracle contact Lene! Technical Support for assistance.
