

# Error in Import Utility in OnGuard 2010 (6.4.500): "Error opening XChange database"

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## Symptom

When attempting to use the Import Utility in OnGuard 2010 (6.4.500), you might encounter the following error message:

"Error opening XChange database

Error [3051, The Microsoft Jet database engine cannot open the file 'C:\Program Files\OnGuard\DataX\DATAX.MDB'. It is already opened exclusively by another user, or you need permission to view its data.

Internal Error#10996002]"

## Resolution

This issue is caused by the following file being installed with read-only permissions:

**%ProgramFiles%\OnGuard\DataX\DATAX.MDB**

To correct this issue, remove the read-only attribute from the file.

Also, if your Operating System has User Account Control (UAC), please disable it.

## Applies To

OnGuard 2010 (6.4.500)

## Additional Information

**Note:** This issue has been resolved in OnGuard 2010 Technology Update and later versions.

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