AccessControl database not available in ODBC DSN, or unable to sync Login Driver password, after database restore

Last Modified on 06/05/2025 5:20 pm EDT

Symptom

You may encounter the following issues after restoring a backup of the AccessControl database into an OnGuard system running SQL Server:

- When configuring or testing the ODBC DSN, the AccessControl database is not listed in the**Change the default database to** drop-down.

- Inability to sync the Login Driver password. An error message may display indicating the password is not recognized.

Resolution

To resolve these issues, the following statement must be run against the AccessControl database after the restore of the database:

sp_changedbowner lenel

Note: This statement must be run each time a database backup is restored.

Applies To

OnGuard (All versions)
SQL Server (All versions)

Additional Information

None