

# DataConduit: WBEMTEST will not display protected classes Lnl\_Badge, Lnl\_Person, Lnl\_Directory

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## Symptom

Wbemtest will not display protected classes Lnl\_Cardholder and Lnl\_Badge.

After Wbemtest is run, the DataConduit.log contains the following message:

"Info - wplInstanceProvider.cpp(103): The system was unable to connect to the license server. Make sure your license server is running, and that your ACS.INI file is pointing to the correct server and port. If still unsuccessful, try stopping and restarting the DataConduit service. - Access denied."

## Resolution

At the server running the DataConduit service, use Regedit to check the following key:

For 32-bit OS: HKEY\_LOCAL\_MACHINE\SOFTWARE\Lenel\OnGuard, InstallInProgress.

For 64-bit OS: HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Lenel\OnGuard , InstallInProgress.

It should be either 0 or 1.

If it is 0, contact Technical Support.

If it is 1, perform the following steps:

1. Run a repair of the OnGuard installation. Restart when prompted.
2. Check the registry key again.
3. If it is 0, then attempt Wbemtest again.
4. If it is 1, then double-click on the key and change the value to 0. Then attempt Wbemtest again.

Wbemtest should now see the protected classes.

## Applies To

OnGuard (All versions)

## Additional Information

None

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