

# Under WBEMTEST Notification Queries fail.

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## Symptom

Running wbemtest everything works correctly. LNL\_BADGE and LNL\_CARDHOLDER are available. You are able to run queries, but running a Notification Query you get Access Denied.

## Resolution

This is caused because a misconfiguration on the Access Control LNL\_Directory table  
There are 2 different solution for this problem:

Check:

- a. Single Sign on is enable for the SA account
- b. Log on to Windows with the account that is linked to SA
- c. Linkage Server Service is running
- d. Dataconduit Server Service running as the Local System account.
- e. WBEMTEST shows all the objects including Lnl\_Cardholder and Lnl\_Badge

Solution 1:

- a. In the folder C:\Program Files\OnGuard\doc\DataConduit Troubleshooting\Domain.exe
- b. Check if the NT4 and W2K domain are EXACTLY the same, if they are not.
- c. Go to System Administration, Administration, directories, Add a new directory, select a Windows NT 4 domain, the Domain has to be exactly the name that Domain.exe showed under NT4.
- d. Go to users, select SA, select directory Accounts, click Modify, click Link, select the NT4 directory that you just created. Look for exactly the same Windows user that was assigned for Single Sign On for SA. Link it.

Solution 2:

- 1. Run domain.exe located in: C:\Program Files\OnGuard\doc\DataConduit Troubleshooting
- 2. Make a note of the NT4Domain (exactly as it is displayed)
- 3. Open Management Studio
- 4. Run the following query: select \* from Inl\_directory
- 5. For the domain that is used for the single sign for the SA user, change the value under DIR\_HOSTNAME to the value you got from the NT4Domain
- 6. For example, if the LNL\_DIRECTORYID is 2, you will run a query similar to this:  
update LNL\_DIRECTORY set DIR\_HOSTNAME = '' where LNL\_DIRECTORYID = 2

## Applies To

OnGuard (All versions)

## Additional Information

