

# Update or Delete Failed message when attempting to modify Access Levels or Timezones

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## Symptom

When attempting to update Access Levels or Timezones, an onscreen message is displayed:

Update or Delete Failed. This is caused by an incorrect setting on the Database Server.

## Resolution

To resolve the issue:

1. Open SQL Server Management Studio.
2. In the Object Explorer, right-click the server name and select Properties.
3. In the Server Properties page, select the Connections page.
4. On the Connections Page, under Default connection options, de-select No Count.
5. Restart the SQL Server Service (usually SQL Server [MSSQLSERVER]).
6. The Update or Delete Failed message should no longer show when modifying Access Levels or Timezones.

## Applies To

OnGuard (All versions)

## Additional Information

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