

After Regional Server HD crashed all reports for access granted return this message "Failed to retrieve data from the database vendor code 5180"

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Symptom

After the Regional Server HD crashes, all reports for Access Granted return the following message:

"Failed to retrieve data from the database vendor code 5180"

Resolution

To resolve this issue:

1. Back up the Accesscontrol Database.
2. Run DB Setup.

Applies To

OnGuard (All versions)

Additional Information
