Error logging into System Administration: "The conversion of a char data type to a datetime data type resulted in an out-of-range datetime value"

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Symptom

While logging into any OnGuard application, you may encounter the following error message:

"Database error found. The conversion of a char data type to a datetime data type resulted in an out-of-range datetime value. The statement has been terminated."

The database (SQL Server) is running in a language other than English when this error message appears.

Resolution

To resolve the issue, follow the steps below.

1) Run the following statement against the AccessControl database:
set dateformat mdy

2) Start the ODBC Data Source Administrator, and configure the ODBC connection to the AccessControl database.

3) During the ODBC configuration process, ensure the **Change the language of SQL Server system messages to:** setting is selected, and that the language selected is **English**.

4) Complete the ODBC configuration and test the connection to ensure it is successful.

After these steps are followed, the error will no longer appear when logging into any OnGuard application.

Applies To

OnGuard (All versions)
SQL Server (All versions)

Additional Information

None