

# 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

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