

Unable to run Database Setup or Login Driver service as an application, or change a password in Login Driver

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Symptom

You might have issues performing the following tasks on a computer running Windows Vista or Windows Server 2008:

- Inability to launch Login Driver as an application.
- Inability to change a password from within the Login Driver application.
- Inability to launch Database Setup.

Resolution

Ensure that Windows User Account Control (UAC) is disabled. UAC creates restrictions that might make it difficult for OnGuard to function properly in some cases.

To disable UAC, perform these steps:

1. Open the Windows Control Panel.
2. In the **Search** field, type UAC. A search result for **User Accounts** should be displayed. Select **User Accounts**.
3. Select **Turn User Account Control (UAC) on or off**.
4. Deselect **Use User Account Control (UAC) to help protect your computer**, then click [OK].
5. Restart the computer.

At this point, the actions specified in this article should function normally. If not, contact Lenel Technical Support for further assistance.

Applies To

OnGuard (All Versions)

Additional Information

LenelS2 does not recommend disabling User Account Control (UAC) on any computer running Windows, as this may pose a security risk. Disabling UAC is for troubleshooting purposes only. Resume use of UAC according to your domain policy as soon as troubleshooting is complete. Refer to the Microsoft knowledge base article [About User Account Control Settings](#) for additional information.
