

Login Driver password failed to be changed properly

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Symptom

When trying to sync the Login Driver, you receive a message stating **Your database password failed to be changed properly. Please Contact a System Administrator.**

Resolution

Check in the registry to see if the Login Driver Location is specified. This is located at the following location:

HKEY_LOCAL_MACHINE\SOFTWARE\Lenel HKEY_CURRENT_USER\Software\Lenel

Check in the Lenel folder to see if the string value of LoginDrvLoc_Lenel is created and defined with the host name of the Login Driver.

Applies To

OnGuard (All versions)

Additional Information
