Login failed for user 'LENEL' when testing ODBC connection

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Symptom

When setting up an ODBC connection to the AccessControl database, a SQL Server Error is generated when either clicking the dropdown to choose the default database, or when testing the connection.

Connection failed: SQLState: '28000' SQL Server Error 18456 [Microsoft][SQL Server Native Client 11.0][SQL Server]Login failed for user 'LENEL'.

Resolution

- 1. Open the Microsoft SQL Server Management Studio application.
- 2. Right-click on the server name in the Object Explorer and select Properties.
- 3. From the Select a page panel, navigate to Security.
- 4. Verify that SQL Server and Windows Authentication mode are selected.
- 5. Restart the SQL Server Service and test again.
- 6. If the same error occurs again, select File > Connect To Object Explorer.
- 7. Change the Authentication method to SQL Server Authentication.
- 8. Test the Lenel user's password to ensure it is correct.

Applies To

OnGuard (all versions)

Additional Information

None