Getting errors when attempting to load scheduled actions in OnGuard

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Symptom

When attempting to load the Scheduler or Global IOs within System Administration, the following error messages appear:

- "An error has occurred while loading actions."
- "An error has occurred while loading action types."
- "Unable to load Action Group Library"

Resolution

When using OnGuard 7.0.932, it is required that SQL Native Client 10 is installed on all Client Machines and the SQL Server. When using SQL Server 2012, it is not required that this ODBC is used. It only needs to be installed.

When using OnGuard 7.0.1067 and beyond, it is required that SQL Native Client 11 is installed on all Client Machines and the SQL Server. When using SQL Server 2008 it is not required that this ODBC is used. It only needs to be installed.

If you are unable to open Scheduler or Global IOs from a client but it works on the server try this:

1. Install SQL Management Studio on the client.
2. Open a Command Prompt
3. Type the following and press enter: sqlcmd -L
4. The PC names its returns are other installations of SQL.
5. Verify the server name found in the ODBC connection of the client is output in the list
   Note: If SQL was installed as an instance (PCName\InstanceName) the full PCName\InstanceName should be displayed.
6. If the database server name is not displayed, enable and start the SQL Server Browser service

Additionally, if custom ports are being used for ODBC (other than 1433), perform the following steps on all Client machines:

1. Run "c:\Windows\SysWOW64\cliconfg.exe" if the client is 64bit Windows or "c:\Windows\System32\cliconfg.exe" if the client is 32bit Windows. You can browse to this in Explorer, type the path into a Command Prompt (cmd.exe), or type the path into the Run dialog ("Win-R" opens the Run dialog).
2. Switch to the [Alias] tab and click [Add...] to add a new alias.
3. Create a new alias with the following properties:

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     - Server alias: [Servername]
     - Network libraries: TCP/IP
     - Server name: [Servername]

- Port number: [Port number]

4. Click **OK** to save the new alias, then **OK** to close the application.
   NOTE: When using a custom port/alias or working with a instanced version of SQL, the SQL Server Browser service must be running.

Applies To

OnGuard (7.0 and newer)

Additional Information