

# "Attempted an unsupported operation" error when opening System Options in System Administration

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## Symptom

When attempting to open System Options in System Administration, the following series of errors is generated:

"Attempted an unsupported operation  
Database Error:  
Found an inappropriate argument"

## Resolution

This is caused by different regional settings being applied in Microsoft Windows to machines connecting to a single application server.

- 1) On the application server, review the regional settings by navigating to Control Panel > Region > Formats tab.
- 2) Make note of the format in use.
- 2) On the client workstation, navigate to the same location and ensure that the format matches that of the application server.
- 3) Once the changes have been made, apply them.
- 4) In System Administration, ensure that you can access System Options.

## Applies To

OnGuard (All versions)

## Additional Information

None

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