# Error in Adaptor message is displayed after installing OnGuard Reports and Dashboard
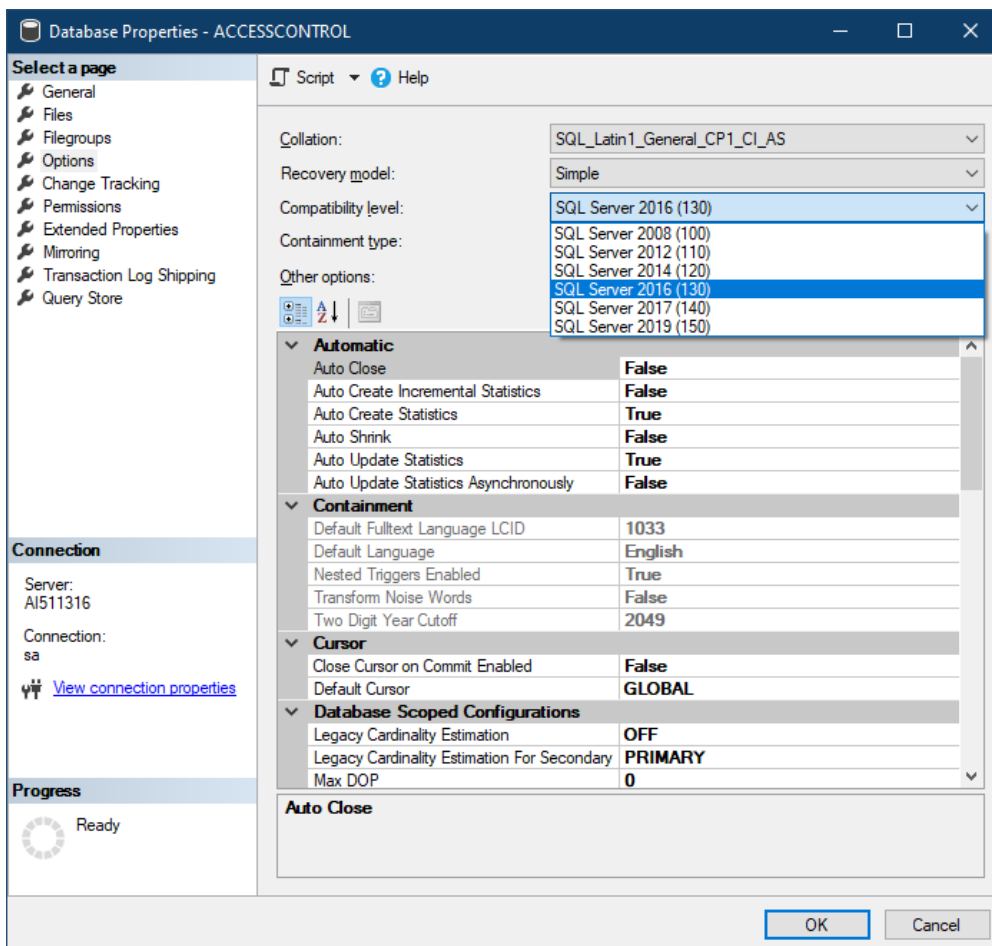
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**Symptom:**

"Error in Adaptor" error is displayed after installing OnGuard Reports and Dashboard (SF-00459)

**Resolution:**

1. Ensure you have SQL System Administrator (SA) Permissions
2. Login as the SQL Administrator
3. Go to ACCESSCONTROL db->right click it and choose properties, go to options and change the compatibility level to SQL Server 2016 (130)
4. Apply the change
5. Restart the LS Reporting Service



**Applies To:** OnGuard 8.0 and above (8.0 and 8.0 Update 1)

**Additional Information:** N/A