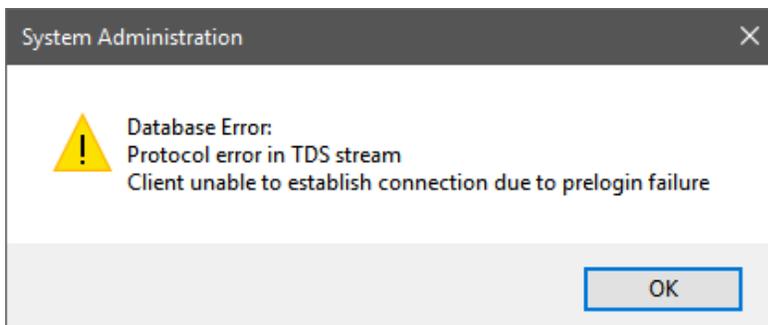
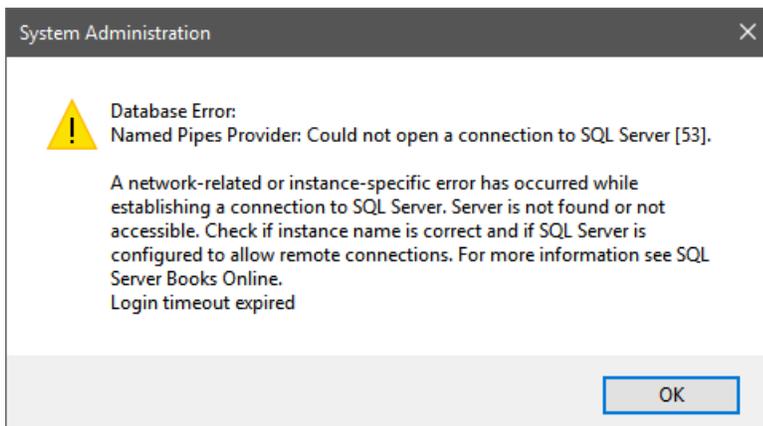
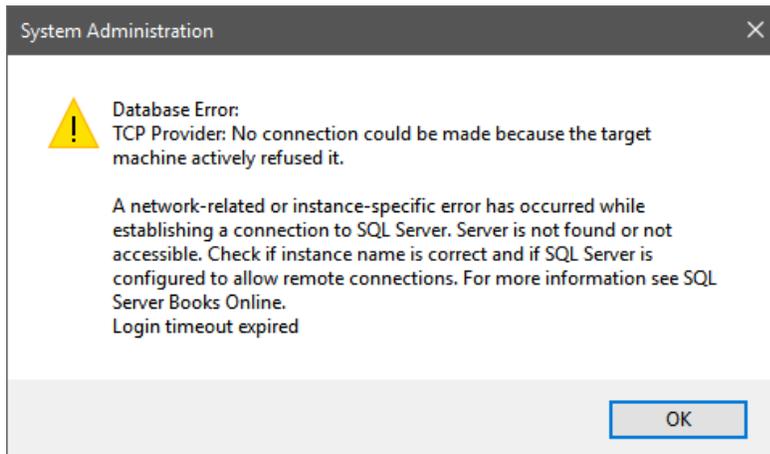


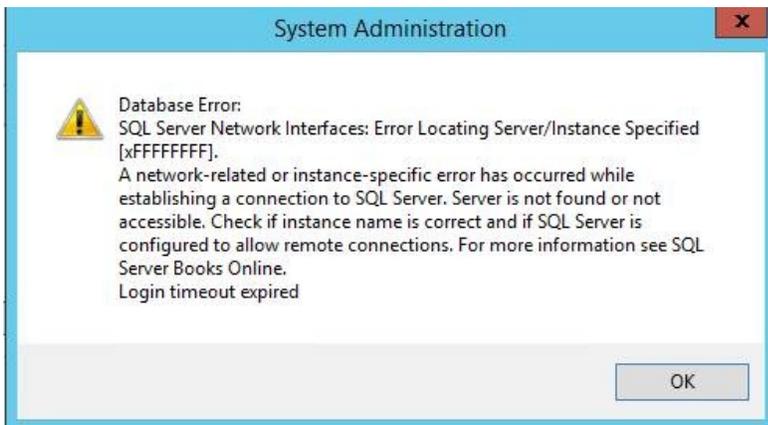
Database Error, unable to archive database

Last Modified on 06/05/2025 2:21 pm EDT

Symptom

When attempting an archive or purge your database, you see one of the following errors:





When observed in System Administration, you see the following connection error:



Resolution

In most cases, the issue is resolved by executing the following SQL query: insert into LNLCONFIG (LNLSTRING, LNLCONFIGID)

values ('server_name', '178') **Note:** Replace 'server_name' with your actual database server name. If it is the port that is determined to be the issue, then perform the following procedure:

1. Open the following:
C:\Windows\SysWOW64\cliconfg.exe
C:\Windows\cliconfg.exe
2. Under the **General** tab, add **TCP/IP** to the **Enabled protocols by order** field.
3. Click **Properties** and change the value of the **Default port** field to the custom port used by the SQL server.
4. Go to the **Alias** tab, then click [Add].
5. Add a new alias in the **Server alias** field. Make note of this alias because you will need it during the installation.
6. In the **Network libraries** section, select the **TCP/IP** radio button.
7. In the **Connection parameters** section, specify the SQL server in the **Server name** field.
8. De-select the **Dynamically determine port** check box.
9. In the **Port number** field, enter the port number that the SQL server is monitoring.
10. Click [OK] [OK]. You can now specify the server alias name used in Step 5 during the production installation phase corresponding to the database.

Applies To

OnGuard (all versions)

Additional Information

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