

# Error: Connection is busy with another HSTMT

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## Symptom

Error:

"Connection is busy with another HSTMT"

Displays when attempting to add a device to OnGuard and possibly other functions.

## Resolution

1. Open Data Sources (ODBC)
  - C:\Windows\SysWOW64\odbcad32.exe (for 64 bit systems)
2. Delete the Lenel connection from USER DSN.
3. Configure and Test the ODBC connection in SYSTEM DSN.

## Applies To

OnGuard (All versions)

## Additional Information

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