

Login failed for user 'LENEL' when testing ODBC connection

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Symptom

When setting up an ODBC connection to the AccessControl database, a SQL Server Error is generated when either clicking the dropdown to choose the default database, or when testing the connection.

Connection failed:

SQLState: '28000'

SQL Server Error 18456

[Microsoft][SQL Server Native Client 11.0][SQL Server]Login failed for user 'LENEL'.

Resolution

1. Open the Microsoft SQL Server Management Studio application.
2. Right-click on the server name in the Object Explorer and select **Properties**.
3. From the **Select a page** panel, navigate to **Security**.
4. Verify that SQL Server and Windows Authentication mode are selected.
5. Restart the SQL Server Service and test again.
6. If the same error occurs again, select **File > Connect To Object Explorer**.
7. Change the Authentication method to **SQL Server Authentication**.
8. Test the Lenel user's password to ensure it is correct.

Applies To

OnGuard (all versions)

Additional Information

None
