Error in Database Setup: "Cannot open database "AccessControl" requested by the login."

Last Modified on 10/06/2022 4:16 am EDT

Symptom

After launching Database Setup, the following error message may appear on a computer running Windows

"Cannot open database "AccessControl" requested by the login. The login failed.
Login failed for user 'COMPUTERNAME\USERNAME'. Database error occurred. Cannot login to database specified. Make sure the database is valid and that you have permission to connect."

COMPUTERNAME is the actual hostname of the computer where the Windows user account is configured.
USERNAME is the actual user name logged into Windows.

Resolution

To resolve the issue follow these steps:

1) When launching Database Setup from the Windows Start menu, right-click on the shortcut and select **Run as administrator**.

2) If a User Account Control (UAC) confirmation dialog appears, click [Yes] to proceed with installation.

Applies To

OnGuard (All versions)

Additional Information

None