

# An error occurs when opening Alarm Monitoring or when performing a download database

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## Symptom

When opening Alarm Monitoring, or when downloading the database, the following error might occur in the Alarm Monitoring Event window:

### Driver Error in Panel Download

Additionally, the following errors might be seen in LenelError.log:

- Error 0x20010001 Lnlcomsrvr DatabaseThread.cpp (LINE 1328) Internal logic error.: Performing Database Retry
- Error 0x20020001 Lnlcomsrvr DatabaseThread.cpp (LINE 5107) Database error encountered.: Connection is busy with results for another command Return Code: -1

## Resolution

Change the ODBC from `USERS DSN` to `SYSTEM DSN.`

## Applies To

OnGuard (All versions)

## Additional Information

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