

Unable to login after installing / upgrading to 6.4.500 HF3

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Symptom

After installing OnGuard 6.4.500 Hot Fix 3, an error message may appear stating that the versions do not match when you attempt to log into any of the OnGuard applications.

Resolution

IMPORTANT! This resolution requires you to make changes to the system registry. Modifying the registry could cause irreversible damage to your Windows operating system. Use the following link to back up your registry before making any changes: <http://kb.lenel.com/article.aspx?article=1747&p=2>.

To resolve this issue, follow the steps below that pertain to your operating system (32-bit or 64-bit):

32-bit Operating System:

1. Open the registry to: `HKEY_LOCAL_MACHINE\SOFTWARE\Lenel\OnGuard`.
2. Find the entry named **DBSetup**.
3. If necessary, change the Data or Value of this entry to "Installed."
4. Go to **Start > All Programs**. Find the OnGuard Folder and write down the name exactly as it appears (for example, "OnGuard 2010").
5. In the same registry location `(HKEY_LOCAL_MACHINE\SOFTWARE\Lenel\OnGuard)` :
 - a. Find the entry named **MenuFolder**.
 - b. Change the Data or Value to say "OnGuard 2010" or whatever the name was that you wrote down in Step 4.
6. Install (or re-install, if necessary) OnGuard 6.4.500 Hot Fix 3.
7. Run DBSetup.

64-bit Operating System:

1. Open the registry to: `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Lenel\OnGuard`.
2. Find the entry named **DBSetup**.
3. If necessary, change the Data or Value of this entry to "Installed."
4. Go to **Start > All Programs**. Find the OnGuard Folder and write down the name exactly as it appears (for example, "OnGuard 2010").
5. In the same registry location `(HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Lenel\OnGuard)` :
 - a. Find the entry named **MenuFolder**.
 - b. Change the Data or Value to say "OnGuard 2010" or whatever the name was that you wrote

down in Step 4.

6. Install (or re-install, if necessary) OnGuard 6.4.500 Hot Fix 3.
7. Run DBSetup.

Applies To

OnGuard 2010 (6.4.500)

Additional Information
