

# Login Driver password failed to be changed properly

Last Modified on 10/06/2022 4:17 am EDT

## Symptom

When trying to sync the Login Driver, you receive a message stating **Your database password failed to be changed properly. Please Contact a System Administrator.**

## Resolution

Check in the registry to see if the Login Driver Location is specified. This is located at the following location:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Lenel HKEY\_CURRENT\_USER\Software\Lenel

Check in the Lenel folder to see if the string value of LoginDrvLoc\_Lenel is created and defined with the host name of the Login Driver.

## Applies To

OnGuard (All versions)

## Additional Information

---