

# After Regional Server HD crashed all reports for access granted return this message "Failed to retrieve data from the database vendor code 5180"

Last Modified on 10/06/2022 4:18 am EDT

## Symptom

After the Regional Server HD crashes, all reports for Access Granted return the following message:

```
"Failed to retrieve data from the database vendor code 5180"
```

## Resolution

To resolve this issue:

1. Back up the Accesscontrol Database.
2. Run DB Setup.

## Applies To

OnGuard (All versions)

## Additional Information

---