# Reports and historical trace skip every other cardholder name

## Symptom

Cardholder reports and historical traces do not contain the cardholder name for every other line

## Resolution

This issue is due to the way the ODBC driver handles requests. Oracle client 10.2.0.3 with the p5699495 driver patch is needed for Oracle 10g to run smoothly with OnGuard.

Upgrade the Oracle 10g database to a supported version, at least 10.2.0.3 (10g) with the Oracle ODBC Driver Patch. Reports and historical traces will now contain all the correct information.

## Applies To

OnGuard 2006 (5.12.012 and later)
Oracle 10g

## Additional Information

Refer to the Compatibility Charts on the Customer Self-Service Center of the Lenel website for the most up-to-date list of supported database versions for your version of OnGuard: .