

Error running Database Translator in OnGuard 6.3.249 Language Pack: "You are not licensed to use the selected target language."

Last Modified on 10/06/2022 4:20 am EDT

Symptom

The following error message occurs when attempting to run the Database Translator in an OnGuard 6.3.249 Language Pack:

"You are not licensed to use the selected target language. Choose a language you are licensed for before continuing. For more information, consult the Language Pack User Guide."

Alternatively, the error message may be blank or empty.

Resolution

To resolve this issue:

- 1) In License Administration in the Language Support section of the OnGuard license, verify that support is enabled for the desired language.
- 2) Verify that the enabled language is the same one used when running Database Translator.
- 3) If the OnGuard license requires modification, please contact the Lenel Systems Integration Group by phone at (585) 267-7726, or by email at sig@carrier.com.

Applies To

OnGuard 2009 (6.3.249) or later
OnGuard Language Packs

Additional Information

Starting with 6.3.249, Language Accessory Add-ons require a special *language-specific license bit*. Users will need to request a 6.3.249 license keyed to their specific language so that they can utilize the LP.

