

System Severe Error

On the main screen of GuardPointPro the following error is blinking:

System severe error - s	see log	file !!!
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The system has detected a problem in the compatibility of the database with the current version of GuardPointPro.

• GuardPointPro has been upgraded or the database has been restored

 \rightarrow The update of the database (DBLevel) during the startup of GuardPointPro or after restoring has failed. Try the database update again from Zero:

- 1. Open the Tools>Options>Server screen and press Shift+F12 key
- 2. Click on the Reset DBLevel button to reset the update level of the database

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	Server				
	☑ Auto refresh Input/Output status	1000	Refresh period for Input/Output status		
	✓ Different lift programme for each reader ✓ Re-sending card definitions after "denied" event		Check Automatic Inhibition		
5000 Controller max. cardholders capacity					
	Reset parking zones at	0:0	Reset DBLevel		
	OPC server activation				

- 3. Restart GuardPointPro to update the database again at the current version
- 4. If the problem persists, please send us the AME file