ARM database ERROR - auditing STOPPED Error converting data type varchar to datetime

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT Server with the Auditing and Reporting Module (ARM), all versions

SYMPTOM

ARM database ERROR - auditing STOPPED. Error converting data type varchar to datetime.

RESOLUTION

The user account that is doing the auditing for ARM must be set to English. If you have installed EFT Server and ARM or the database on a computer that has a non-US English operating system, the date-time format is not compatible with the ARM database. For example, the system may be trying to push in a date/time string in the format of "DD/MM/YYYY" and the database server is trying to convert that to "MM/DD/YYYY" and failing.

SQL Server is installed and configured using US English during EFT Server/ARM installation. You can set the default language to English for the user account that EFT Server uses to audit data using Microsoft SQL Server Management Studio. Alternatively, you can execute a SQL query that uses the system stored procedure "sp_setdefaultlanguage" to change the language setting.

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