

System Tree is not loading in OnGuard Monitor web application

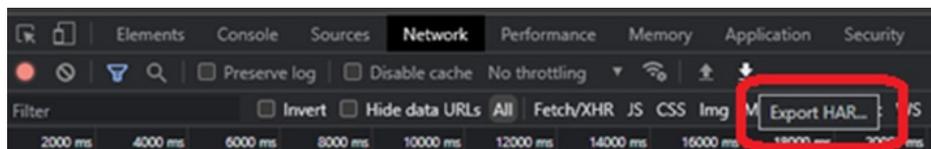
Last Modified on 10/05/2023 7:34 am EDT

Symptom

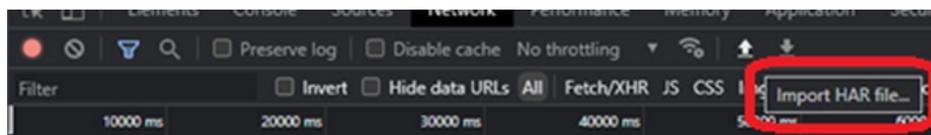
After logging into the LenelS2 Console application, select Monitor then Hardware Tree. The cursor spins and the System Tree never loads.

Resolution

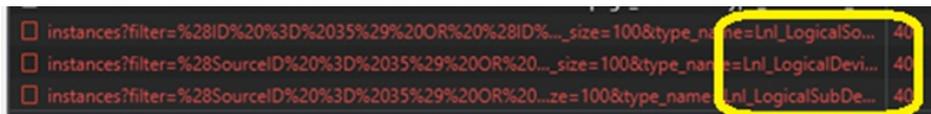
1. Launch developer tools in the browser (F12 on the keyboard).
2. Select the **Network** tab and try loading the page again.
3. If you see a red error that shows **403 – Forbidden**, select the **Export HAR** option.



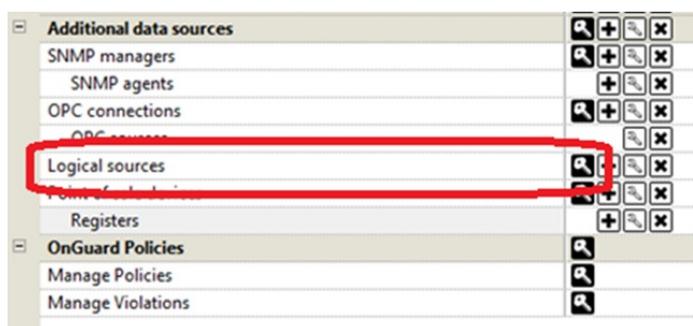
4. After export, select the **Import HAR file** option.



5. Look for any red errors that indicate what you need to update. In the example below, you can see that the error was caused by Logical Source permissions.



6. Log into **System Administration > Administration > Users**.
7. Navigate to **System Permission groups > Additional data sources**.
8. Verify that **View access** is enabled.
9. Then verify that **View access** is also enabled for OnGuard Policies.



Applies To

OnGuard (all versions)

Additional Information

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