

Unable to open License Administration in a Web browser

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Symptom

Unable to open License Administration in a Web browser

Resolution

This issue may be caused by improper browser settings or network configuration. A "loopback" can be used to open License Administration from the OnGuard server:

1) Start Internet Explorer and verify that cookies are enabled.

2) Enter one of the following addresses:

<http://127.0.0.1:9999> or <http://localhost:9999>

Internet Explorer should successfully connect to License Administration. Contact Technical Support if you require further assistance.

Applies To

OnGuard (All versions)

Additional Information

None
