

# Unable to open browser-based VideoViewer due to inadequate OnGuard user permissions

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## Symptom

Unable to open browser-based VideoViewer due to inadequate OnGuard user permissions.

## Resolution

The minimum permissions that must be set in the Users folder in System Administration to enable a user to access the browser-based VideoViewer are:

- System Permission Group > Video Hardware > Video devices
- System Permission Group > Access Control Hardware > Alarm panels
- System Permission Group > Users, Directories, Certification Authorities, Logical Access > Permission groups
- Monitor Permission Group > Monitor > View
- Monitor Permission Group > Video > Live video
- Monitor Permission Group > Control > Control
- Monitor Permission Group > Control > Camera PTZ (If you wish to grant permission to use PTZ.)

## Applies To

OnGuard (All versions)

## Additional Information

None

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