

# Unable to choose alternative language in Browser-based VideoViewer or Area Access Manager on client computer

Last Modified on 02/08/2022 8:49 am EST

## Symptom

You may be unable to choose an alternative language during login for browser-based VideoViewer or Area Access Manager on a client computer. This may occur after an OnGuard Language Pack was installed on the OnGuard server.

Note that on the OnGuard server, an alternative language can be chosen for the browser-based VideoViewer or Area Access Manager.

## Resolution

To resolve the issue, follow the steps below.

1) On the client computer, clear the Internet Explorer cache.

- In Internet Explorer 7 or 8, this can be done via **Tools > Internet Options**. Click [Delete] in the **Browsing history** section, then click [Delete files] in the **Temporary Internet Files** section.

- In Internet Explorer 6, this can be done via **Tools > Internet Options**. Click [Delete Files] in the **Temporary Internet files** section, then click [OK].

2) Refresh the Web page to reload the VideoViewer or Area Access Manager login.

3) Click on the globe icon on the login screen. There should now be an option to choose an alternative language.

## Applies To

OnGuard 2008 (6.0.148) or later

Browser-based VideoViewer

Browser-based Area Access Manager

Language Packs

## Additional Information

None

