

# Visitor Management: Login with the Correct User Name and Password Fails if Access to the System is Disabled (DE1471)

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## Problem Overview

Visitor Management: Login with the Correct User Name and Password Fails if Access to the System is Disabled (DE1471)

## Detailed Description

When the correct user name and password has been typed in and there is a failure to log in, check that the user account has access to the system. This is configured on the Users > General tab in System Administration or ID CredentialCenter.

## Applies To

OnGuard 2009 (6.3.249) or later

## Additional Information

None

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