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