

[Log In] button in License Administration does not work

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Symptom

After entering a valid username and password in License Administration and then clicking [Log In], nothing happens.

Resolution

License Administration requires that JavaScript is enabled to function properly. In Internet Explorer, this setting is labeled as **Active scripting** under the **Security** settings for each zone.

Follow these steps to verify or change this setting:

1. In Internet Explorer, from the **Tools** menu, select **Internet Options**.
2. In the **Internet Options** window, select the **Security** tab.
3. Select the zone used by the License Administration application (typically **Local intranet**), and then click [Custom level...].
4. In the **Security Settings** window, under the **Scripting** section, verify that **Active scripting** is set to **Enable**.

If no changes have been made to the default Security settings in Internet Explorer, add the Web address for the License Administration application to one of the following zones:

- Internet
- Local intranet
- Trusted sites

Applies To

OnGuard (All versions)

Additional Information

None

