

# Matrix Player fails to display video from a local LNVR that has security on

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## Symptom

Matrix Player is a diagnostic tool typically used by Technical Support or Engineering personnel to view LNVR video from a machine that does not have OnGuard installed (usually on a stand alone LNVR machine).

When LNVR security is turned on and access is limited to Windows users that are part of the LnvUsers group (this is done using the LnvAdminTool), Matrix Player launched locally on the LNVR machine fails to display video from that LNVR, even when the correct Windows username and password are entered in the Matrix Player's connection dialog. Running Matrix Player from a remote machine works fine as long as the correct user credentials are supplied. Also, Matrix Player works locally when security is off.

## Resolution

The only solution available at this time is to make sure that Matrix Player is running under an account that is part of the LnvUsers group. This can be accomplished in two ways:

1. Add the currently logged in Windows user account to the LnvUsers group.
2. Run Matrix Player using the **Run As User** option, and enter the user credentials for an account that is part of the LnvUsers group. In some Windows versions, the Shift key must be pressed while right-clicking on the Matrix Player, in order for the **Run As User** option to appear in the context menu.

## Applies To

OnGuard (All versions)

## Additional Information

For more information, refer to DevTrack OG-23445.

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