

All application Windows appear except for System Administration and Alarm Monitoring

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Symptom

All Windows applications show except for System Administration and Alarm Monitoring.

Resolution

This behavior often occurs if antivirus software is installed and no exceptions are made. This is how you can test it:

1. Boot the workstation in Safe Mode.
2. Try running System Administration or Alarm Monitoring.
3. If System Administration or Alarm Monitoring run in Safe Mode, then work with your IT team to make exceptions for these applications.
-OR-
4. Go to MSConfig.
5. Look at properties at Start up.
6. Remove the antivirus software.
7. Attempt to launch System Administration or Alarm Monitoring.
8. If you can, then work with your IT team to make exceptions for these applications.

Applies To

OnGuard (All versions)

Additional Information
