OnGuard splashs screens aren't displayed with OnGuard 6.5 on older systems (e.g. Server 2003).html

Last Modified on 02/02/2022 1:54 pm EST

Symptom

The VeriSign-issued signing certificate used to sign OnGuard was updated for the OnGuard 6.5 release. If an older systems (such as Windows Server 2003) has not been connected to the Internet to have the certificate trust updated, it might not trust this CA certificate. This can cause the OnGuard splash screen to not display.

Resolution

Update the system to trust the newly issued VeriSign Certificate Authority certificates. To do this:

1. Open the *Download VeriSign, GeoTrust, and Thawte Primary PCA Root Certificates* page at https://www.verisign.com/support/roots.html.
2. At the VeriSign Root Package section, click [Download a root package]. A roots.zip file downloads. To install the root certificate:
    a. Extract the roots.zip file.
    b. Double-click the **VeriSign Class 3 Public Primary Certification Authority - G5.cer** file located in the Generation 5 (G5) PCA folder. The Certificate window opens.
    c. Click [Install Certificate] to open the Certificate Import Wizard. Click [Next].
    d. On the Certificate Store wizard page, select "Place all certificates in the following store" and click [Browse]. The Select Certificate Store window opens.
    e. Select "Show physical stores". Under Trusted Root Certification Authorities, select "Local Computer" and click [OK].
    f. Click [Next] and then [Finish] to complete the certificate installation.

To verify that the Digital Signature is valid:

1. Navigate to the OnGuard installation directory.
2. Find the SplashScreenResources.dll file. Right-click on the file and view the properties.
3. On the Digital Signature tab, select the Lenel signature in the signature list and click [Details].
4. Under the Digital Signature Information section, make sure that it says: "the digital signature is OK."

Applies To

OnGuard 6.5

Additional Information