

Credentials module not showing cardholder details

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Symptom

When logging into the OnGuard Credential module, it does not display the cardholder screen or clicking on a cardholder inside OnGuard Credentials does not expand to show the cardholder's details. The following error may also be present:

"Unable to get the Property 'slice' of undefined or no reference"

Resolution

1) Log into SQL Management Studio and view the dbo.UDFPAGES table. Verify that the following rows are present in the table:

	ID	PAGETEXT	TABINDEX	FORMID
1	4096	Visits	1	4
2	65536	Details	2	4
3	1	Cardholder	1	1
4	2	Badge	2	1
5	64	Visitor	1	3

2) If any rows are missing, create a backup of the database.

3) Execute the queries that follow to add the missing rows back into the database:
insert into udfpages (ID, PAGETEXT, TABINDEX, FORMID) values (1, 'Cardholder', 1, 1)
insert into udfpages (ID, PAGETEXT, TABINDEX, FORMID) values (2, 'Badge', 2, 1)
insert into udfpages (ID, PAGETEXT, TABINDEX, FORMID) values (64, 'Visitor', 1, 3)

4) Restart the LS OpenAccess service.

Applies To

OnGuard Credentials

Additional Information

None
