Some users are missing tiles in web client

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Symptom

Application Tiles in the OnGuard Console homepage do not show for a certain user but it is for others.

Resolution

Opened CMD as admin and ran the following commands

"C:\Program Files (x86)\OnGuard\Lnl.Tools.ConsoleHelper.exe" "-add" "C:\Program Files (x86)\OnGuard\Monitor\Monitor.json"

"C:\Program Files (x86)\OnGuard\Lnl.Tools.ConsoleHelper.exe" "-add" "C:\Program Files (x86)\OnGuard\Surveillance\Surveillance.json"

"C:\Program Files (x86)\OnGuard\Lnl.Tools.ConsoleHelper.exe" "-add" "C:\Program Files (x86)\OnGuard\Users\Users.json"

"C:\Program Files (x86)\OnGuard\Lnl.Tools.ConsoleHelper.exe" "-add" "C:\Program Files (x86)\OnGuard\Visitor\Visitor.json"

"C:\Program Files (x86)\OnGuard\Lnl.Tools.ConsoleHelper.exe" "-add" "C:\Program Files (x86)\OnGuard\AccessManager\Access Manager.json"

"C:\Program Files (x86)\OnGuard\Lnl.Tools.ConsoleHelper.exe" "-add" "C:\Program Files (x86)\OnGuard\Credentials\Credentials.json"

"C:\Program Files (x86)\OnGuard\Lnl.Tools.ConsoleHelper.exe" "-add" "C:\Program Files (x86)\OnGuard\Users\Users.json"

Applies To

Onguard (All versions)

Additional Information

Check if the logged in user has personalized the page and may have hidden the tiles.