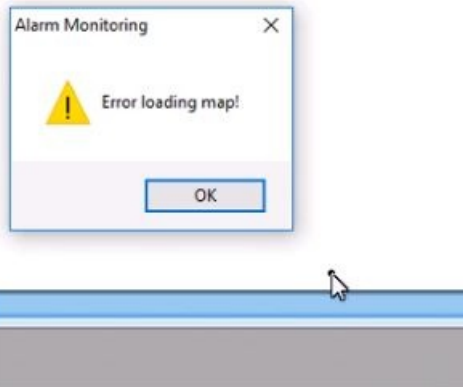


# Error loading maps when opening Alarm Monitoring on client workstation

Last Modified on 03/25/2025 11:33 am EDT

## Symptom

A particular user or users experience the “Error loading map!” error when opening Alarm Monitoring on a particular workstation/client. The error might cause Alarm Monitoring to shut down after a few

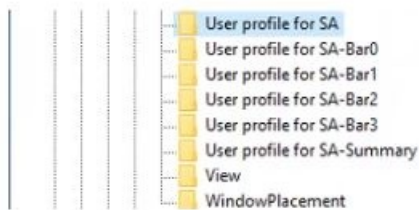


seconds.

## Resolution

**NOTE: Always back up the registry before making changes**

1. Open Registry Editor (regedit).
2. Navigate to **HKEY\_CURRENT\_USER > SOFTWARE > LENEL > ACSMNTR .**
3. Delete the folder “User profile for SA” only (leave the similar **User profile for SA-Bar#** entries untouched).
4. Users with issue should now be able to login without the error, but might also need to uncheck **Automatic Map Display** in the Options menu if the map no longer exists.



## Applies To

OnGuard – All versions (issue replicated and resolved on 6.5 and 7.2)

## Additional Information

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