

Error loading maps when opening Alarm Monitoring on client workstation

Last Modified on 02/10/2022 10:30 am EST

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



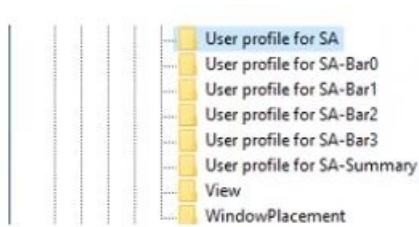
seconds.



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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