

# Login with token failed. Please return to the LenelS2 Console and try again.

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## Symptom

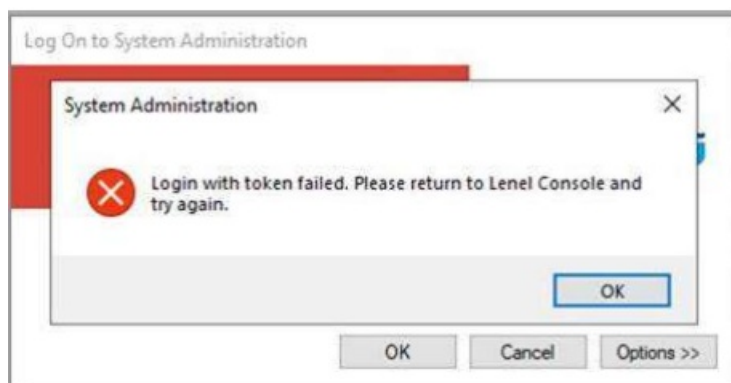
Error when logging in to OnGuard 8.1:

"Login with token failed. Please return to the LenelS2 Console and try again"

or in OnGuard 8.0 and earlier:

"Login with token failed. Please return to the Lenel Console and try again"

## Resolution



1. Stop OpenAccess and all supporting services.
2. Remove the file named 'openaccess.ini' from 'C:\ProgramData\Inl' on the server or in the region that is having the issue.
3. Start OpenAccess and the supporting services.
4. Verify that you can login through the LenelS2 Console.

## Applies To

OnGuard 7.4 and above

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