# System Tree is not loading in OnGuard Monitor web application

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### Symptom

After logging into the LenelS2 Console application, select Monitor then Hardware Tree. The cursor spins and the System Tree never loads.

#### Resolution

- 1. Launch developer tools in the browser (F12 on the keyboard).
- 2. Select the **Network** tab and try loading the page again.
- 3. If you see a red error that shows 403 Forbidden, select the Export HAR option.



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5. Look for any red errors that indicate what you need to update. In the example below, you can see that the error was caused by Logical Source permissions.



- 6. Log into System Administration > Administration > Users.
- 7. Navigate to System Permission groups > Additional data sources .
- 8. Verify that **View access** is enabled.
- 9. Then verify that View access is also enabled for OnGuard Policies.

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## Applies To

OnGuard (all versions)

### Additional Information

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