

# Cannot import Cameras from recording server into Lenel OnGuard

Last Modified on 10/06/2022 4:14 am EDT

## Symptom

When trying to "Import Cameras" from a newly added Recording Server to Lenel, the list of available cameras is blank.

An error similar to this might be present in the Lenel logs at the following location: **C:\program files (x86)\OnGuard\logs\LenelError.txt:**

Time:[01/24/2017 15:49:58]

Severity: Warning

Error Code: 0x10010008

Program: Lnlcomsrvr

File: PortThreadManager.cpp (LINE 400)

Details: General Warning.: Failed to download panel (123)

The cause is based on permissions to access the configuration in Milestone.

## Resolution

Add the name of the server hosting the Lenel Communication Server to the Administrator's Role in XProtect Corporate's Management Client.

## Applies To

OnGuard and Milestone integration

## Additional Information

---