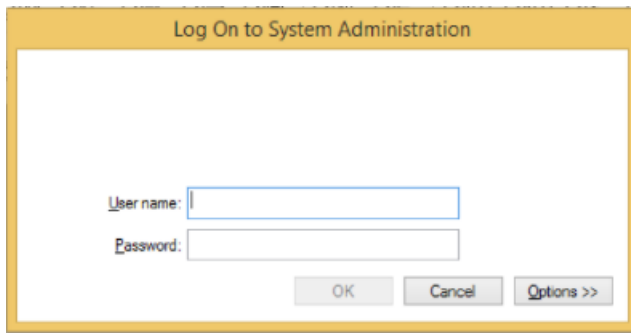


The OnGuard LenelS2 logo is missing from the logon dialogs for OnGuard applications on client workstations

Last Modified on 10/06/2022 4:15 am EDT

Symptom

The OnGuard LenelS2 logo is missing from the logon dialogs for OnGuard applications on client workstations. For example:



Resolution

Perform the following procedure:

1. Log into the workstation as an Administrator.
2. Copy this **DigiCert-Root.cer** file to the workstation's desktop. [DigiCert-Root.cer](#)
3. On the workstation, open a **Command Prompt** window.
4. Type **mmc <Enter>**. A Console window opens.
5. Open the File menu, and then select **Add/Remove Snap-in**. The **Add or Remove Snap-ins** window opens.
6. Select **Certificates**, then click [Add].
7. Select **Computer account**, then click [Next].
8. Select **Local computer**, then click [Finish].
9. Click [OK].
10. Under **Console Root**, expand the newly added **Certificates**.
11. Expand **Trusted Root Certification Authorities**.
12. Right-click on **Certificates**, then select **All Tasks > Import**.
13. Follow the instructions and browse to the **DigiCert-Root.cer** file on the workstation's desktop, then click [Next].
14. Select **Place all certificates in the following store** (with **Trusted Root Certification Authorities** identified in the Certificate store field), then click [Next].
15. Click [Finish]. You should see an **Import successful** message.
16. Reboot the workstation.

Applies To

OnGuard 8.1 client installations

Additional Information

Copyright © 2022 Carrier. All rights reserved.
