

# Drop-down lists are empty when configuring the LNL-3300 and LNL-2220 Configuration Web Page

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## Symptom

Certain drop-down lists inside the LNL-3300 and LNL-2220 Configuration Web Page are blank or unpopulated. Therefore, you are unable to make a selection from the drop-down list.

**Note:** This does not apply to the LNL-1000, LNL-2000, and LNL-500.

## Resolution

Add the website for the Intelligent System Controller (ISC) to trusted sites in Internet Explorer. Below are the steps for adding the site in Internet Explorer :

- 1) Start Internet Explorer.
- 2) From the **Tools** menu, select **Internet Options**.
- 3) Click the Security tab.
- 4) Click the Trusted sites security zone.
- 5) Click [Sites].
- 6) In the **Add this Web site to the zone** field, enter the URL for the LNL-3300 or LNL-2220. The URL should start with: http:// followed by the IP address for the LNL-3300 or LNL-2220. The default IP address for the LNL-3300 or LNL-2220 is 192.168.0.251. For example, in this scenario you would enter http://192.168.0.251.
- 7) Click [Add] to add this as a Trusted site.
- 8) After the web site is added as a Trusted site, click [Close].
- 9) Exit Internet Options.
- 10) Restart Internet Explorer and log into the Configuration Web Page. Any drop-down list that was previously empty will be properly populated with data and choices.

## Applies To

OnGuard (All versions)

Windows (All versions)

## Additional Information

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