

Missing Modules in Lenel Console

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Symptom

When clicking on a card within the Lenel Console (), the user gets a 403 bad gateway error, with a body saying *nginx*.

The error in the log files will read: "directory index of "<program path>" is forbidden, client: 127.0.0.1, server: , request: "GET /users/HTTP/1.1", host: "localhost:8080", referrer: ""

This can occur if the configuration files become corrupt or a module folder is removed from C:\ProgramData\Ln\Console\modules, or if the configuration file in C:\ProgramData\Ln\nginx\conf\modules is misconfigured.

Resolution

1.
 1. The configuration file is misconfigured.
 1. Navigate to C:\ProgramData\Ln\nginx\conf\modules
 2. Open the respective CONF file (Users module does not load = open users.CONF) in a text editor.
 3. Ensure the 'alias' section of the file is pointing to the file path of the module. Default is C:\Program Files (x86)\OnGuard\<name of program>.
 2. The module is missing files.
 1. Open <https://file.ac/bRiw70xh2Cs/> and look for missing modules in this location.
2. If the desired module cannot be located, perform the following:
 1. Install OnGuard on another machine.
 2. Navigate to the **Module** directory.
 3. Locate and copy the desired folder.
 4. Paste the module folder into the **Modules** directory.
 5. Restart the **LS Module Manager service**.
 6. Clear your browser's cache or open a browser in private browsing mode.
 7. Navigate to the **Lenel Console** and verify the card has been added to the list.
3. **TSG Specific information:** The link in Resolution 2.1 is blocked on the Carrier network. However, the specific files needed for the module to run that are located in C:\Program Files (x86)\OnGuard\ can be copied and pasted to the VAR's machine.

Applies To

OnGuard 8.0 or higher

Additional Information

None

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