

Login with token failed. Please return to the LenelS2 Console and try again.

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Symptom

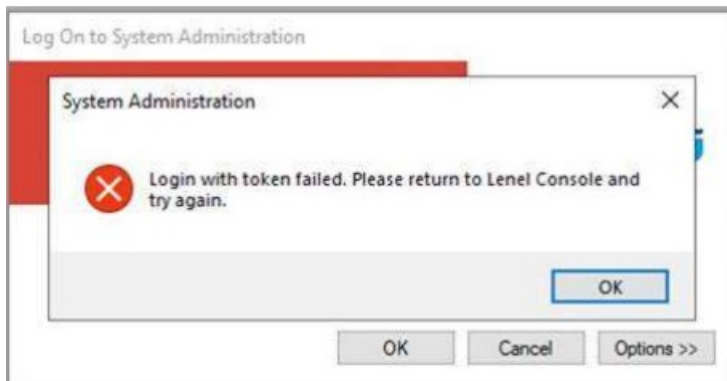
Error when logging in to OnGuard 8.1:

"Login with token failed. Please return to the LenelS2 Console and try again"

or in OnGuard 8.0 and earlier:

"Login with token failed. Please return to the Lenel Console and try again"

Resolution



1. Stop OpenAccess and all supporting services.
2. Remove the file named 'openaccess.ini' from 'C:\ProgramData\Inl' on the server or in the region that is having the issue.
3. Start OpenAccess and the supporting services.
4. Verify that you can login through the LenelS2 Console.

Applies To

OnGuard 7.4 and above

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