Error in Visitor Management Front Desk when launched via ClickOnce: "The HTTP request is unauthorized..."

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Symptom

When launching Visitor Management Front Desk (or Kiosk) via ClickOnce, you may encounter the following error.

"The HTTP request is unauthorized with client authentication scheme 'Negotiate'. The authentication header received from the server was 'Negotiate,NTLM'"

Resolution

This error occurs because only one security policy is typically supported by the Windows Communication Foundation (WCF) service for Visitor Management, regardless of the IIS setting to support both anonymous and Windows Authentication.

To resolve the issue, follow one of the three resolution paths below.

Resolution Path 1:
If the application server is on a different domain than the client computer, consult the *Visitor Management Front Desk User Guide*, Chapter 3, "Workaround for Security Policies" for information on how to work around this scenario.

Resolution Path 2:
1) In Internet Explorer, from the **Tools** menu, select **Internet Options**.

2) On the **Internet Options** > **Security** tab, select **Local intranet**.

3) Click [Sites]. The Local intranet window appears.

4) Click [Advanced].

5) Add the application server to the list of sites, then click [Close].

6) Click [OK], then [OK] again to save the change.

Resolution Path 3:
Ensure the user account logged into Windows is a domain user account.

Applies To

OnGuard 2009 (and Above)

Additional Information

None