Error accessing Web applications in Windows Server 2008: "HTTP Error 401.2 Unauthorized"

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Symptom

When attempting to access any of the OnGuard Web applications in Windows Server 2008, you may encounter the following error message:

"HTTP Error 401.2 Unauthorized"
"You are not authorized to view this page due to invalid authentication headers."

Resolution

This issue is caused by the fact that, in some installations, the OnGuard installer did not set the authentication method for the **lnl.og.web** Web site in Internet Information Services (IIS).

To resolve the issue, complete the following steps:

1) In the Internet Information Services Manager select **lnl.og.web**, and then select the **Authentication** icon. The Authentication page is displayed.

2) Ensure that either **Anonymous Authentication** or **Windows Authentication** is selected, and then click **Enabled**.

Applies To

OnGuard (All versions)
Windows (All versions)
Web Applications

Additional Information

None