

Why must a fully qualified domain name (FQDN) be used for Browser-based Visitor Management applications?

Last Modified on 10/06/2022 4:18 am EDT

Question

Why must a fully qualified domain name (FQDN) be used for Browser-based Visitor Management applications?

Answer

The hostname used in the URL for OnGuard browser-based Visitor Management applications (Visitor Management Host, Visitor Administration, Front Desk) is different than that used with the browser-based VideoViewer or browser-based Area Access Manager.

Specifically, the hostname for the browser-based Visitor Management applications must be a fully qualified domain name (FQDN). This is required to ensure that the OnGuard directory information is properly populated on the login screen for browser-based Visitor Management applications. If single sign-on (SSO) is used, the FQDN is required to ensure that the OnGuard directory information is properly passed when logging into browser-based Visitor Management applications.

As an example, assume the hostname of the computer running Internet Information Services (IIS) is **SERVERNAME**, and it is joined to a domain named **lenel.com**. The fully qualified domain name of the computer is **SERVERNAME.lenel.com**. To access browser-based VideoViewer and browser-based Area Access Manager, use the following URLs:

http://SERVERNAME/Lnl.OG.Web/InLog_videoviewer.aspx (VideoViewer)
http://SERVERNAME/Lnl.OG.Web/InLog_aam.aspx (Area Access Manager)

To access browser-based Visitor Management applications, use the following URLs:

<http://SERVERNAME.lenel.com/idvmhost> (Visitor Management Host)
<http://SERVERNAME.lenel.com/adminapp> (Visitor Administration)
<http://SERVERNAME.lenel.com/FrontDeskClickOnce> (Front Desk deployment URL)

Applies To

OnGuard (All Versions)
Legacy Browser-based applications using IIS

Additional Information

Refer to the *Installation Guide*, *Visitor Management Host User Guide*, and *Visitor Administration User Guide* for more information on proper configuration of OnGuard browser-based applications, including

configuring the hostname of the computer.
