

Some users are missing tiles in web client

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

Symptom:

Tiles on thin client not showing up for certain user but it is for others

Resolution:

Opened CMD as admin and ran the following commands

```
"C:\Program Files (x86)\OnGuard\Lnl.Tools.ConsoleHelper.exe" "-add" "C:\Program Files (x86)\OnGuard\Monitor\Monitor.json"
```

```
"C:\Program Files (x86)\OnGuard\Lnl.Tools.ConsoleHelper.exe" "-add" "C:\Program Files (x86)\OnGuard\Surveillance\Surveillance.json"
```

```
"C:\Program Files (x86)\OnGuard\Lnl.Tools.ConsoleHelper.exe" "-add" "C:\Program Files (x86)\OnGuard\Users\Users.json"
```

```
"C:\Program Files (x86)\OnGuard\Lnl.Tools.ConsoleHelper.exe" "-add" "C:\Program Files (x86)\OnGuard\Visitor\Visitor.json"
```

```
"C:\Program Files (x86)\OnGuard\Lnl.Tools.ConsoleHelper.exe" "-add" "C:\Program Files (x86)\OnGuard\AccessManager\Access Manager.json"
```

```
"C:\Program Files (x86)\OnGuard\Lnl.Tools.ConsoleHelper.exe" "-add" "C:\Program Files (x86)\OnGuard\Credentials\Credentials.json"
```

```
"C:\Program Files (x86)\OnGuard\Lnl.Tools.ConsoleHelper.exe" "-add" "C:\Program Files (x86)\OnGuard\Users\Users.json"
```

Applies To:

Additional Information:

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