Error in browser-based Visitor Management applications: "Could not load file or assembly...Access is denied"

Last Modified on 10/06/2022 4:20 am EDT

Symptom

You may find that all browser-based Visitor Management applications (Visitor Management Host, Visitor Administration, Front Desk, and Kiosk) cannot be accessed with a failure occurring during the login process.

When this occurs, an error will be reported in the log file **%SystemDrive%\Program Files\OnGuard\logs\IDVMService.log** on the computer hosting the browser-based applications. The log will contain the following text:

Could not load file or assembly 'Lnl.Security.Unmanaged, Version=#.#.#.##, Culture=neutral, PublicKeyToken=############' or one of its dependencies. Access is denied.

Note: The version and PublicKeyToken values may vary.

Resolution

To resolve the issue, the **IIS_WPG** user group must be granted Full Control of the folder **%WINDIR%\Microsoft.NET\Framework\v2.0.50727\Temporary ASP.NET Files**.

To do this:

1) On the computer that is hosting the browser-based applications, browse to the folder **%WINDIR%\Microsoft.NET\Framework\v2.0.50727.**

2) Right-click the folder: **Temporary ASP.NET Files** and select **Properties**.

3) Click the **Security** tab and click [Advanced].

4) Select the **Owner** tab and choose **IIS_WPG** in the **Change owner to:** list. You may need to click [Other Users or Groups] and search for the **IIS_WPG** user group.

5) Enable the **Replace owner on subcontainers and objects** check box.

6) Click [OK] twice.

7) Restart the IIS services.

Applies To

OnGuard 2009 (6.3.249)
Windows Server 2003

Additional Information

None