

# The LS Config Download Service is running. Why aren't visitor badges granted or denied access when I sign visitors in or out?

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## Question

The LS Config Download Service is running. Why aren't visitor badges granted or denied access when I sign visitors in or out?

## Answer

Even though the LS Config Download Service is running, other services that depend on the LS Config Download Service might not have started in the proper sequence.

For OnGuard to transmit badge activations, deactivations, or access level changes to the access panels, services must start in the following sequence:

1. IIS services (World Wide Web Publishing Service)
2. LS Application Server
3. LS Config Download Service

This applies when the OnGuard application server is rebooted, or when the services above are restarted for troubleshooting or other reasons.

## Applies To

OnGuard 2009 (6.3.249)

Visitor Management Front Desk

## Additional Information

For more information on how to set dependencies for services, refer to article "[How to add a dependency to an LS service](#)"

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