Browser-based Visitor Management Host issues due to multiple IIS site bindings

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Symptom

- You try logging in to the Visitor Management Host application and it says that it is logging you in using Single Sign On (SSO), but then hangs.
- You try logging in without SSO by appending "?useAutomaticSSO=false" to the URL (for example, http://your-machine.your-domain/idvmhost/?useAutomaticSSO=false), but you cannot proceed because the **Directory** combo box does not populate with directories.
- When you attempt to see if the Idvm service is running, you navigate to the address of the Idvm web service, but you get the following error:
  This collection already contains an address with scheme http. There can be at most one address per scheme in this collection.

Resolution

The IIS server has multiple site bindings. The Visitor Management web service does not handle multiple site bindings.

In IIS 6:

1. In the IIS console, navigate to the website that contains the Idvm service, usually the **Default Web Site** node. Select the website.
2. In the right-hand pane, click **Bindings...** and edit the bindings list until you have one entry with type "http", port 80, and IP address "*".

The solution in IIS 5 is similar.

Applies To

OnGuard 2009 (6.3.249) or later

Windows XP

Windows Server 2003

Browser-based Visitor Management Host

Additional Information

None