Visitor Management Kiosk takes a very long time to display the sign-in wizard

Symptom

After entering a Visit ID into the Kiosk Visit ID field, the sign-in screen takes several minutes to load.

Resolution

The cause of this problem is a drop down (List Builder) item, or several drop down items with thousands of entries. The protocol rules for web technologies restrict the message size, forcing the entries to be sent in chunks.

To correct this issue:

1. Remove entries until the drop down is a manageable size.
2. Remove permissions to view that user-defined field (UDF) from the Kiosk User's Field/Page Permission Group.

Applies To

OnGuard 2009 (6.3.249) or later

Additional Information

None