



What has to be checked if key or cylinder isn't shown in the CLIQ Web Manager?

Please check the following settings:

1. Are the keys / cylinders possibly set to lost or defective? These elements must be displayed under the advanced search
2. Are the keys / cylinders possibly in a domain for which you, as the administrator, do not have authorisation? If necessary, contact the main administrator of the master key systems (PR key holder).
3. Was the extension file imported correctly?

[Link zum FAQ-Eintrag](#) | Status as of: 27.09.2022 | RedTeam