

# An error occurs during automatic cropping of a cardholder image

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## Symptom

When attempting to capture a photo for a cardholder, you may encounter the error message:

"An error occurred while attempting to automatically crop the cardholder image. Failed to process image. The image dimensions are too small. A minimum image width and height of 242 x 322 respectively is required."

## Resolution

There are two options to resolve this issue.

### OPTION 1:

Ensure that the image meets the following requirements:

- 1) The image dimensions must not be too small. Minimum image resolution for automatically cropped images must be no less than 242 x 322 pixels (width x height). Typically, smaller images have been imported. In practice, a minimum image resolution of 640 x 480 is recommended.
- 2) The image dimensions must not be too large. A warning is reported if the image resolution is greater than two megapixels (e.g., 1600 x 1200 pixels). Large images require a considerable amount of time to process so the image resolution should be decreased. The operator is given the option to continue or to stop processing.
- 3) The eyes of the cardholder must be located in the image.
- 4) The cardholder's head must not be too close to the left or right edge of the photograph.
- 5) The cardholder's head must not be too close to the top or bottom edge of the photograph.
- 6) The cardholder must not be too far away from the capture device. Note: The farther the cardholder is located from the capture device, the less the distance between the eyes. There must be a minimum eye separation of 60 pixels to produce acceptable quality images.
- 7) The cardholder must not be too close to the capture device.
- 8) You must be able to fit the crop window within the image.
- 9) The cardholder's head must not be tilted side-to-side more than 17 degrees for eye location.

## OPTION 2:

You can disable the automatic cropping feature by following the steps in article "How to disable the automatic cropping feature in the Multimedia Capture screen in System Administration".

## Applies To

OnGuard 2008 (6.0.148) or later

## Additional Information

None

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