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.

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