

# Cardholder image auto-cropping may detect eyes in wrong location

Last Modified on 01/14/2022 1:29 pm EST

## Symptom

You may encounter an issue where auto-cropping of the cardholder image may detect the cardholder's eyes in the wrong location.

## Resolution

To resolve the issue, ensure that the **Maintain Aspect** check box is not checked. By doing this, note that the eye location is correctly detected and the crop area becomes more rectangular which better represents the face of the cardholder.

The **Maintain Aspect** check box can be found by navigating to the General Settings sub-tab of the Photo form on the Multimedia Capture window.

## Applies To

OnGuard 2009 (6.3.249) (or above)

## Additional Information

None

---