

# Error in Visitor Management Front Desk when taking a photo: "The specified module could not be found"

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## Symptom

The following error message appears in Visitor Management Front Desk or Kiosk when taking a photo:  
**The specified module could not be found. (Exception from HRESULT: 0x8007007E)**

## Resolution

The Microsoft Visual C++ Runtime Library version 7.1 must be installed on each computer that is running Visitor Management Front Desk or Kiosk. This library is represented by file **msvcr71.dll** and should exist in the **C:\Windows\System32** folder.

**msvcr71.dll** is installed automatically during the OnGuard installation and the installation of Microsoft SQL Server.

## Applies To

OnGuard 2009 (6.3.249)

## Additional Information

None

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