Pushing the Capture button produces no action whatsoever.

Last Modified on 12/28/2021 12:03 pm EST

Symptom

When using System Administration or ID CredentialCenter, clicking [Capture] produces no action. There are no errors in the logs, no user error popups, and System Administration/ID CredentialCenter does not crash.

Resolution

Confirm that the captureu.dll is in the OnGuard folder. If not, copy the .dll from the OnGuard installation disc, paste it into the OnGuard folder, and then restart the application.

If the captureu.dll is in the OnGuard folder and you are having this issue, register the .dll and restart the application.

Alternatively a repair of clean uninstall of OnGuard can also correct this.
 Note: Verify that UAC is turned off and user has admin rights. Verify if that .NETFRAMEWORK 3.5 is installed on the operating system.

Applies To

OnGuard (All versions)

Additional Information

None