# Multimedia Capture Button not working

Last Modified on 05/14/2025 11:37 am EDT

## Symptom

Multimedia Capture button does not work. When clicking [Capture], nothing happens, and no error is shown.

#### Resolution

Resolve this issue by adding the **captureu.dll** file if it is missing. You can find the file on the OnGuard disc in **Program Files > Onguard**. If the file is not missing, you must register the file.

## Applies To

OnGuard (All versions)

#### Additional Information