

Cannot complete installation of Lenel NVR software due to .dll files not registering

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Symptom

When trying to install Lenel NVR software, the process fails with error messages stating that .dll files are failing to register.

Resolution

1. After Lenel NVR setup runs, test if the IPP libraries are installed properly by browsing to C:\Windows\syswow64 (on 64bit systems) and search for ipp*.dll.
 - a. For 32 bit systems, go to C:\Windows\System32, and perform the same search.
 - b. If no DLLs are found, the next step is to manually install them.
2. Installation of IPP libraries:
 - a. Open a CMD prompt.
 - b. Go to the Lenel NVR installer and navigate to the Temp\INTEL directory.
 - c. Run setup.exe /VCOMPONENT="ALL".
 - d. Test again to see if any ipp*.dll can be found in "C:\Windows\syswow64".
 - e. If IPPs are found, run the Lenel NVR installer again.
3. If the libraries are still not present:
 - a. Find a machine where Lenel NVR is properly installed and copy all ipp*.dll and libguide40.dll from C:\Windows\syswow64 (C:\Windows\System32 on 32 bit systems) and place them on the faulting computer in the same location.
 - b. Run the Lenel NVR installer again.

Note: If you do not have another recorder that has a successful Lenel NVR 7.0 installation on it, Lenel Technical Support can provide the files needed.

Applies To

LNVR7.0

Additional Information
