

# Multimedia Capture - Failed to create FaceFind component.

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## Symptom

When attempting to capture a cardholder photo, the following message appears:

An error occurred while attempting to automatically crop the cardholder image. Failed to process image. Failed to create FaceFind Component.

## Resolution

1. Log out of System Administration.
2. In Windows Explorer, locate the Ava directory.
  - o 32-bit systems:  
C:\Program Files\Common Files\Lenel Shared\LNVSuite Client Components\7.0\
  - o 64-bit systems:  
C:\Program Files(x86)\Common Files\Lenel Shared\LNVSuite Client Components\7.0
3. Copy the Ava directory to the following directory:
  - o 32-bit systems:  
C:\Program Files\Common Files\Lenel
  - o 64-bit systems:  
C:\Program Files(x86)\Common Files\Lenel
4. Log into System Administration.
5. Capture a photo to verify that FaceFinder components load properly.

## Applies To

OnGuard (All versions)

## Additional Information

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