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.
   - 32-bit systems:

     C:\Program Files\Common Files\Lenel Shared\LNVSuite Client Components\7.0\
   - 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:
   - 32-bit systems:

     C:\Program Files\Common Files\Lenel
   - 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