Failed to create LnlSourceIDScan.IDScanPersonDataSource: Error code 0x800401F3

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Symptom

When attempting to import a cardholder using Snapshell R3, an error is generated:

> Failed to create LnlSourceIDScan.IDScanPersonDataSource: Error code 0x800401F3.

Resolution

Snapshell R3 requires the SDK found on the Supplemental Disk listed for the OnGuard version you are installing (refer to https://connect.lenels2.com/s/downloads under Resources > OnGuard version software downloads > Supplemental Materials >Supplemental Disk ##). Download the Supplemental disk and locate the SDK in the **Credential Center Device Drivers Folder > Acuant (Card Scanning Solutions)**. Right-click the installation file and view the properties of this installer to verify that the file is version 10.13.305.0.

1. Install the SDK prior to connecting the device to the workstation. The default options in the installation are enough to scan driver's licenses, passports and other IDs.
2. Connect the scanner to the machine.
3. The aforementioned error is in reference to the lnlsourceidscanu.dll file needing to be registered. To register the .dll file, open the command prompt as an administrator and run the following command:

   regsvr32 "c:\Program Files (x86)\OnGuard\lnlsourceidscanu.dll"

   If successful, the following message is shown:

   DllRegisterServer in C:\Program Files (x86)\OnGuard\lnlsourceidscanu.dll succeeded.

   If the DLL registration fails with the following message, go to the next step:

   The module "lnlsourceidscanu.dll" failed to load. Make sure the binary is stored at the specified path or debug it to check for problems with the binary or dependent .dll files. The specified

procedure could not be found.

4. Install Microsoft Visual C++ 2015 Redistributable (x64) – 14.0.23506. This is required for the Acuant SDK to function properly and installs a required .DLL file named mfc140u.dll. Once installed, try to register the lnlsourceidscanu.dll file again. If it still fails, go to the next step.
5. Install and run Dependencies, which can be found here: https://github.com/lucasg/Dependencies.
6. Open the application named DependenciesGui.exe and select **File > Open**, then go to the root of OnGuard and open the **lnlsourceidscanu.dll** file.
7. A list of dependent DLLs is shown. If any of the following dll files are showing in the SysWOW64 folder, delete them. The path should instead show as **C:\Program Files (x86)\Acuant\SDK**.

   SLib.dll
   ImageCtrl.dll
   Utils.dll
   CImage.dll
   OCR_PreProc.dll

8. Once the .dll files are deleted, open the **lnlsourceidscanu.dll** file in Dependencies again, and confirm that the .dll files listed above show their file path as **C:\Program Files (x86)\Acuant\SDK**.
9. Open command prompt as an administrator and run the same command as before:

   regsvr32 "c:\Program Files (x86)\OnGuard\lnlsourceidscanu.dll"

10. The .dll file should be registered. Restart the workstation and perform an import from the Snapshell R3 again. If further errors generate for other .dll files during the import process, register those as well.

Applies To

OnGuard 7.3 - Supplemental disk 21

OnGuard 7.4 - Supplemental disk 23

OnGuard 7.5 - Supplemental disk 24

OnGuard 7.6 - Supplemental disk 25

OnGuard 8.0 - Supplemental disk 26

OnGuard 8.1 - Supplemental disk 27

OnGuard 8.2 - Supplemental disk 28

Additional Information