

# Cardholder thumbnail photo display in LenelS2 Console

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## Symptom

A cardholder photo does not display a thumbnail in LenelS2 Console

## Resolution

1. In System Administration or the Cardholders module in LenelS2 Console, navigate to the photo and then select **Edit**.
2. From the edit pane, crop the photo and then select **OK** to save.
3. Navigate back to the Cardholders module and search for the cardholder to confirm the thumbnail now displays.

Alternatively:

If the photo is available outside of OnGuard, confirm that its resolution is at least 242x322 pixels, but no greater than 1600x1200 pixels, as a larger photo will not display as a thumbnail. Crop to the supported size if larger, or re-take the photo if smaller.

## Applies To

OnGuard 8.0, OnGuard 8.1

## Additional Information

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