

# 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

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