Cannot save default capture source in Multimedia Capture screen in System Administration

Symptom

The user sets a default capture source, and when the user returns to the Multimedia Capture window, the default capture source is not the default the user set.

Resolution

This is due to insufficient permissions to write or modify the following file on an OnGuard client computer:

In Windows XP or Windows Server 2003:
%SystemDrive%\Documents and Settings\All Users\Application Data\Lnl\acsphoto.ini

In Windows 7, Windows 10 or Windows Server 2012:
%SystemDrive%\ProgramData\Lnl\acsphoto.ini

To correct this problem, log onto Windows with a user that has sufficient permissions to modify and save this file on the OnGuard client computer. Without these permissions, the user will not be able to save a default capture source.

Sometimes this is due to machine policy, and even though the user is logged on as an administrator he or she may still not be able to modify this file.

To test whether the user has these permissions, navigate to the Windows folder, right-click in the folder, and select **New > Text Document**. If the file cannot be created, the user has insufficient permissions.

Applies To

OnGuard (All versions)
Windows (All versions)

Additional Information

None