

# Photo does not appear in Cardholders screen after being captured in System Administration or ID CredentialCenter

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## Symptom

From System Administration or ID CredentialCenter:

After completing the steps to capture a cardholder photo in the Multimedia Capture window, and clicking [OK], the photo may not display in the cardholder record in the Cardholders folder.

## Resolution

To resolve this issue, complete the following steps from System Administration:

- 1) With the Cardholders folder open, select **View Options** from the **Cardholder** menu.
- 2) In the **Cardholder photo lookup** dropdown, ensure either "Normal image" or "Normal image with chromakey" is selected.
- 3) Click [OK] to save the change.

If these steps do not resolve the issue, perform a clean uninstall and reinstall of the OnGuard software on the computer experiencing the problem. For more information, refer to Knowledge Base article "How to perform a clean uninstall of OnGuard."

If a clean uninstall and reinstall does not resolve the issue, contact Lenel Technical Support for further assistance.

## Applies To

OnGuard (All versions)

## Additional Information

None

