Error in OnGuard applications: "No DLLs were found in the Waterfall procedure"

Last Modified on 10/06/2022 4:19 am EDT

Symptom

The following error may occur in any OnGuard application:

```
"Error at loading of ippJP library.
No DLLs were found in the Waterfall procedure."
```

Instead of the **ippJP** library, one of the following libraries may also be named in the error:

- ippSP
- ippCC
- ippIP

Resolution

In some cases, after a Windows installation is repaired, or after certain software is installed, the Intel Performance Primitives (IPP) libraries may be replaced or reverted to versions that are not compatible with OnGuard or the Lenel Network Video Suite. When this occurs, the errors referenced in this article may appear.

To resolve this issue, launch the following installation package from either the *OnGuard Installation disc*, or the *Lenel Network Video Suite Installation disc*. The path is the same on both discs:

\Temp\INTEL\w_ipp_rti_ia32_p_5.2.msi (for version of OG before OG 6.6.287

or

\Windows\Temp\INTEL\w_ipp_rti_ia32_p_5.2.msi (for OnGuard 6.6.287 or higher)

Note: The version of Intel IPP that is included may vary. For OnGuard 6.4.500 Technology Update, or LNV Suite 6.4.500 with Hot Fix 1.0, the version is 5.2.

Applies To

OnGuard (All versions)
LNVR (All versions)

Additional Information

None