

Error in Visitor Management Front Desk when taking a photo: "The specified module could not be found"

Last Modified on 10/06/2022 4:20 am EDT

Symptom

The following error message appears in Visitor Management Front Desk or Kiosk when taking a photo:
The specified module could not be found. (Exception from HRESULT: 0x8007007E)

Resolution

The Microsoft Visual C++ Runtime Library version 7.1 must be installed on each computer that is running Visitor Management Front Desk or Kiosk. This library is represented by file **msvcr71.dll** and should exist in the **C:\Windows\System32** folder.

msvcr71.dll is installed automatically during the OnGuard installation and the installation of Microsoft SQL Server.

Applies To

OnGuard 2009 (6.3.249)

Additional Information

None
