



# AxTraxNG client fails to capture a user image using webcam

⚠ This Technical Note only applies to AxTraxNG version 27.7.1.18

## Summary

Recently a few cases have been reported that trying to capture a user image fails with an error

## The Solution

A patch that includes a new Client.exe file and additional required files.

## How to Apply the Patch

1. Download the patch file from [HERE](#)
2. Extract the patch file on your PC to a known location (Desktop for example).
3. Locate the Client installation path of AxTraxNG Client, usually under C:\Program Files (x86)\Rosslare\AxTraxNG Client for Windows 64-Bit version and. For 32-Bit Windows version, the default path is C:\Program Files\Rosslare\AxTraxNG Client
4. Preserve the file: 'Client.exe' by renaming it to 'Client.OLD'.
5. Copy the new 'Client.exe' file to the same path.
6. Copy AForge.Video.DirectShow.dll and AForge.Video.dll to the same path
7. Now AxTraxNG Client should capture a user Image using a connected webcam.
8. Repeat steps 1-7 on any AxTraxNG Client PC.

<https://support.rosslaresecurity.com/portal/en/kb/articles/axtraxng-client-fails-to-capture-a-user-image-using-webcam>