

The Imaging Source Helpdesk

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S.Geißler - 2021-07-19 - Troubleshooting

If the camera is shown in Windows Device Manager under "Imaging Devices" without an error, but IC Capture says "no devices found", then check the Windows 10 Privacy setting: At "Camera Privacy Settings" the setting "Allow apps to access your camera" must be set to "On". If it is "Off" IC Capture and other programs wont show the camera.

Windows 10 version 1607, even the LTSB version, blocks monochrome cameras completely.

Please check with the "winver" program your Windows version. If it is version 1607, you must update your windows, until it works. For more information you may refer to

<https://arstechnica.com/information-technology/2016/08/windows-10-anniversary-update-br-eaks-most-webcams/>