

Error 1904 - kthumb.dll fails to register during install, unable to start module

000045985 | Troubleshooting | Last updated 2026-09-11 | Kofax Capture, Kofax VRS

ISSUE

During installation of Tungsten Capture, kthumb.dll fails to self-register with Error 1904 (HRESULT -2147024770, ERROR_MOD_NOT_FOUND). The installation still completes and reports success. Afterward, opening the Admin module produces "Could not open image control" followed by "Unable to start module".

CAUSE

kthumb.dll as well as related KCL310.DLL, and IPL310.DLL are all VRS components. If the VRS installation is broken or incomplete, KCL310.DLL and IPL310.DLL will be missing from the ImgCtls\Bin folder. Without them, kthumb.dll cannot register, which leaves the Admin module unable to load the image control it depends on.

A ProcMon trace of the failed registration will show kthumb.dll loading successfully, followed by failed lookups for KCL310.DLL and IPL310.DLL across every folder in the search path, including ImgCtls\Bin and the system PATH.

Repairing Capture itself (REINSTALL=ALL) does not resolve this, since these files belong to VRS, not to the Capture installer.

SOLUTION

Repair or reinstall VRS. Once complete, confirm that KCL310.DLL and IPL310.DLL are present in the ImgCtls\Bin folder. Then re-register kthumb.dll:

```
regsvr32 "C:\Tungsten\CaptureSS\ServLib\Bin\kthumb.dll"
```

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/45985>