

## Troubleshooting Guidelines plusID universal biometric device

If the solutions below are exhausted and the problem is not resolved, call Privaris for support: 1-866-213-8252

Issue	Possible Causes	Solution(s)
<b>Power Issues</b>		
<b>plusID device will not power on</b>	Battery is critically low	Recharge device. For fastest charging, plug it into a computer using a USB cable. Will take 20 to 30 minutes before the device powers on, and two hours or more for a full recharge if battery was fully depleted.
<b>The blue light doesn't come on when device is plugged into computer</b>	Bad USB cable	Test USB cable by trying another cable in the same port. If it works, disregard the bad cable. If it doesn't work, see below.
	Malfunctioned USB port	Test port by plugging in another USB device such a thumb drive or a memory stick. If other devices do not work, the port is bad. Use an alternate port on the same computer, if available, or another computer will be required.
	Battery is critically low	Recharge device. For fastest charging, plug it into a computer using a USB cable. Will take 20 to 30 minutes before the device powers on, and two hours or more for a full recharge if battery was fully depleted.
<b>The "Find New Hardware Wizard" appears</b>	Device USB driver is not loaded	Run the "Find New Hardware Wizard." The USB driver is supplied on the CD-ROM with the plusID Manager software. If the CD is installed, direct the wizard to it to retrieve the driver. If the CD is not installed, direct the wizard to search the Internet for the driver (it is a standard Microsoft CCID driver for USB-connected smart card readers).
<b>Yellow light is flashing (sporadically during device use or when plugged into a computer)</b>	Battery is low	Plug in device to recharge it. The yellow light will flash continuously during recharge. When it stops flashing, device is fully charged. For the fastest charge, plug it into a computer using a USB cable.
<b>Red light is flashing (sporadically during device use or when plugged into a computer)</b>	Battery is critically low	Plug in device to recharge it. The red and then the yellow light will flash continuously. The device is fully charged when the yellow light stops flashing. May take two hours or more if battery was fully depleted. For the fastest charge, plug device into a computer using a USB cable.

<b>Device is not recognized by computer when connected via USB</b>	Battery is critically low	Leave device connected to computer to recharge. After 20 to 30 minutes the red light and then the yellow light will flash. Wait until the yellow light begins to flash before using the device with application software. Device is fully charged when the yellow light stops flashing.
	Device recognition error	Try the following in order: <ol style="list-style-type: none"> <li>1. Unplug device, plug it back in.</li> <li>2. Unplug device, close the application, re-open the application, plug device back in.</li> <li>3. Unplug device, close the application, re-start the computer.</li> <li>4. If using the plusID Manager application, remove the software (Start/Settings/Control Panel/Add Remove Programs) and reinstall it. Try again.</li> </ol>
	Bad USB cable	Test USB cable by trying another cable in the same port. If it works, disregard the bad cable. If it doesn't work, see below.
	Malfunctioned USB port	Test port by plugging in another USB device such a thumb drive or a memory stick. If other devices do not work the port is bad. Use an alternate port on the same computer, if available, or another computer will be required.

Issue	Possible Causes	Solution(s)
<b>plusID Manager Issues</b>		
<b>plusID Manager will not install</b>	Incompatible operating system	plusID Manager requires Microsoft® Windows® 2000 SP4, XP Home, XP Professional, or Vista
	Device recognition error	Try the following in order: <ol style="list-style-type: none"> <li>1. Unplug device, plug it back in.</li> <li>2. Unplug device, close application, re-open application, plug device back in.</li> <li>3. Unplug device, close application, re-start the computer.</li> <li>4. If using the plusID Manager application, remove the software (Start/Settings/Control Panel/Add Remove Programs) and reinstall it. Try again.</li> </ol>

<b>plusID Manager software does not recognize the device</b>	Bad USB cable	Test USB cable by trying another cable in the same port. If it works, disregard the bad cable. If it doesn't work, see below.
	Malfunctioned USB port	Test port by plugging in another USB device such a thumb drive or a memory stick. If other devices do not work the port is bad. Use an alternate port on the same computer, if available, or another computer will be required.
	Incompatibility between software and device firmware	An error message will appear to alert the user of the incompatibility and will specify which component needs to be upgraded. Software and device firmware updates are available from the password protected Partners section of the Privaris website ( <a href="http://www.privaris.com">www.privaris.com</a> ). Email bulletins are sent in advance of new updates being made available.
<b>Device registration error</b>	Device recognition error	<p>Try the following in order:</p> <ol style="list-style-type: none"> <li>1. Unplug device, plug it back in.</li> <li>2. Unplug device, close application, re-open application, plug device back in.</li> <li>3. Unplug device, close application, re-start the computer.</li> <li>4. If using the plusID Manager application, remove the software (Start/Settings/Control Panel/Add Remove Programs) and reinstall it. Try again.</li> </ol>
	Incompatibility between software and device firmware	An error message will appear to alert the user of the incompatibility and will specify which component needs to be upgraded. Software and device firmware updates are available from the password protected Partners section of the Privaris website ( <a href="http://www.privaris.com">www.privaris.com</a> ). Email bulletins are sent in advance of new updates being made available.
<b>Fingerprint enrollments not saved on device</b>	Error during enrollment	Close and re-open plusID Manager. Re-enroll the fingerprint(s).
<b>Access credential can't be assigned to device button</b>	Various	<p>Try the following in order:</p> <ol style="list-style-type: none"> <li>1. On the "Credentials" screen, look in the "Status" column to the far right to be sure that the credential is available and unassigned. An assigned credential can not be moved.</li> <li>2. Unplug device, plug it back in</li> <li>3. Close and re-open plusID Manager application</li> </ol>

<p><b>The pre- and post- verification timeout settings do not match the plusID Manager's default settings</b></p>	<p>Device settings were modified</p>	<p>The settings for that device were modified, intentionally or accidentally. To change them to match the default settings, select "Settings," change the timeouts back to the default, and select "Apply Changes."</p>
<p><b>After verification timings are changed, device does not use the new settings</b></p>	<p>Device settings not saved</p>	<p>Make sure to press the "Apply Changes" button on the Settings screen before unplugging the device.</p>
<p><b>User Information will not save</b></p>	<p>Information not saved</p>	<p>Make sure to select the "Apply Changes" button on the User Info. screen before unplugging the device.</p>
<p><b>Device was just fully charged but charge status is not properly reflected on the Device Status screen</b></p>	<p>Device and plusID Manager software had failed communication</p>	<p>Select the "Refresh" button in the "Device Status" screen</p>
<p><b>Error while changing the Administrator PIN</b></p>	<p>Various</p>	<p>Try the following in order:</p> <ol style="list-style-type: none"> <li>1. Make sure you are using the correct current/default PIN</li> <li>2. Close plusID Manager and re-open</li> </ol>
<p><b>Error while changing the User PIN</b></p>	<p>Various</p>	<p>Try the following in order:</p> <ol style="list-style-type: none"> <li>1. Make sure you are using the correct current/default PIN</li> <li>2. Close plusID Manager and re-open</li> </ol>
<p><b>Can not remember the Administrative PIN</b></p>	<p>Can not access devices for updating</p>	<p>Try the following in order:</p> <ol style="list-style-type: none"> <li>1. When created, the PIN should have been written down and securely stored with other corporate assets for safe keeping. See IT Administrator or appropriate personnel for access to the PIN.</li> <li>2. If the PIN can not be found, you have 9 attempts for trying to remember and enter it correctly.</li> <li>3. If the Administrator PIN is lost/forgotten, there is no way to ever access or modify any previously issued devices that were registered with that PIN. The Administrator PIN can not be reset.</li> <li>4. A new Administrator PIN will have to be chosen for all new devices. Be certain that the new Administrator PIN is recorded and guarded in the same manner as other keys/passwords that grant access to valuable corporate resources.</li> </ol>

<p><b>Expired all 10 attempts to enter the correct Administrator PIN</b></p>	<p>Device becomes permanently inoperable</p>	<p>The Administrator PIN is a security mechanism to prevent unauthorized access to registered devices. If all 10 attempts are tried unsuccessfully, the device performs an internal operation that permanently deactivates it, making it impossible to ever access the device. There is no way to reactivate the device. It must be returned to the Enrollment Administrator and a new plusID device issued.</p>
<p><b>plusID Manager software has to be moved to another computer/workstation</b></p>	<p>Computer hard drive crashes or other technical problems render computer inoperable</p>	<p>1. Name the new computer the same name as the old computer  2. Install the plusID Manager onto new computer  3. If the database from the previous plusID Manager installation was backed-up, load it onto the new computer.</p> <p>In order for the new workstation to communicate with previously registered/issued devices, each device will have to have to be reset:</p> <ol style="list-style-type: none"> <li>1. launch the plusID Manager</li> <li>2. connect device</li> <li>3. select "Settings" from the main menu and select the "Reset Options" tab</li> <li>4. select the "Chance device manager" option</li> <li>5. press the "Apply Reset" button</li> <li>6. enter PIN (from previous workstation)</li> <li>7. register the device (if back-up database was loaded, click "Search for Existing Users")</li> </ol>

Issue	Possible Causes	Solution(s)
<b>Enrollment, Verification and Device Use Issues</b>		
	<p>Unsuccessful verification</p>	<p>Be sure the device's green light comes on after swiping finger down the sensor to verify</p>
	<p>Device is inactive</p>	<p>The green light must still be on when the device is presented to the reader. The length of time that the green light remains lit after a verification is configurable through the plusID Manager software (under the "Settings" tab).</p>
	<p>Improper presentation of device to reader</p>	<p>After verification, with green light lit, hold device at a 45 degree angle to the reader (from any direction) and touch the front of the device to the CENTER of the reader.</p>

<b>Door reader will not respond to the device</b>	No access credential on device	Push the button on the device that corresponds to the door, if the green light flashes, there is a credential. If the red light flashes, no access credential has been assigned to that button.
	Door reader is broken	Check whether the door reader works for other users. Can be tested with a plusID device, or a prox card.
	Incorrect access credential loaded on device	Take device to Enrollment Administrator to verify that the credential on the device is compatible with the door reader in question
	Access credential not entered into the physical access control system (PACS)	See Enrollment Administrator

**Failed enrollment  
OR  
failed or sluggish verifications  
(two seconds or more)**

Accidentally touching the sensor before beginning to swipe	Make sure that no part of the finger touches the sensor before beginning to swipe. Place finger and swipe in one continuous motion.
Pressing too hard or too soft	Do not squeeze the device. Do not lightly drag thumb across sensor. Use medium pressure to make solid contact. In the case of a failed verification, try increasing and then decreasing pressure during a swipe.C47
Starting swipe too high or too low	With finger hovering overtop the sensor, align first knuckle with the sensor as the starting point for swiping.
Not following through with the swipe	Do not stop swiping until the fingerprint sensor is clearly visible above your thumb.
Bending finger during swipe	Always keep thumb flat and level with the device while swiping. Even a slightly bent thumb lifts the central, most feature-rich portion of the fingerprint off the sensor.
Swiping too fast or too slow	Use a moderate, steady speed while swiping.
Finger is excessively dirty	Fingers should be free of excess dirt or grease.
Sensor needs cleaning	An excessively dirty or greasy finger will cause the sensor to require cleaning. Clean it by swiping a non-abrasive cloth or clean finger down the sensor several times.
Second finger enrolled will be slightly more sluggish than the first	The first thumb/finger to be enrolled will have slightly faster verification times than the second finger to be enrolled. The first finger enrolled should always be the primary finger. If it wasn't, see Enrollment Administrator to be re-enrolled.
Fingerprint not centrally located (10% of population)	Try the following in order:  1. Examine fingerprint in bright light to determine if its pattern (typically a bull's eye, U shape, or S shape) is centrally located or if it is off-center, more toward the right or left side of the finger. 2. If it is off-center, return device to Enrollment Administrator to be re-enrolled. 3. During enrollment the finger will need to be rolled slightly to the left or right, respectively, when swiping so that the main pattern of the fingerprint is fully exposed to the sensor. The same technique will be required for day to day device use.

Fingerprint does not have enough unique features	If all of the above approaches haven't worked, try enrolling fingers other than thumbs. The device is designed for single-handed use with thumbs, but any finger can be enrolled.
Requires a non-biometric means for access	If all of the above approaches have been tried unsuccessfully, the user may have non-distinguishable prints (a very small percentage of the population) and need to be issued a non-biometric means for access.

<b>Verification takes longer for one finger than the other</b>	Relates to the order in which fingers were enrolled	The first thumb/finger to be enrolled will have slightly faster verification times than the second finger to be enrolled. The first finger enrolled should always be the primary finger. If it wasn't, see Enrollment Administrator to be re-enrolled.
<b>Red light appears in the midst of a swipe</b>	Accidentally touching the sensor before beginning to swipe	If any part of the finger touches the sensor before a swipe it triggers a red light. Place finger and swipe in one continuous motion.
<b>Device stays on for a long time after a verification attempt</b>	Verification timeout is set high	Take device to Enrollment Administrator. Have the post-verification timeout setting checked to ensure that it is appropriate for organization/application. This setting controls how long the device stays active (green light lit) after verification.

Issue	Possible Causes	Solution(s)
<b>Logical Access Issues</b>		
<b>Can not logon to computer with device</b>	Incorrect PIN (Personal Identification Number) entered	If a User PIN was selected during device issuance, it must be remembered and entered in order to be prompted for a biometric authentication. If a User PIN was not selected, at least one letter, digit or character must be entered when prompted for a PIN.
	Unsuccessful verification	Be sure the device's green light comes on after swiping finger down the sensor
	Incompatible server	Microsoft Server 2000 or later is required.
	Device minidriver not installed	Verify with IT Administrator that the plusID minidriver was installed on computer. Can be found on the plusID Manager CD-ROM.
	Microsoft Certificate not loaded	Verify with IT Administrator that Microsoft Certificate was downloaded onto plusID device.

<p><b>Error using device with Remote Desktop</b></p>	<p>Can not log on to remote computer using the plusID</p>	<p>Remote desktop is not supported</p>
<p><b>When set to "Biometric Only" mode, login still asks for a PIN</b></p>	<p>This is a feature inherent in the Microsoft Windows login operation</p>	<p>Enter at least one letter, digit or character when prompted for a PIN and hit enter.</p>
<p><b>Logical Access is not working on the domain</b></p>	<p>Improper install and initialization of Logical Access software</p>	<ol style="list-style-type: none"> <li>1. Server should be running Microsoft® Server 2000 or later.</li> <li>2. Microsoft Certificate Services should be installed on the server.</li> <li>3. Each client machine must have the minidriver installed (it is a standard Microsoft CCID driver for USB-connected smart card readers that can be found on the plusID Manager CD-ROM or on the Internet).</li> </ol>