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# Manage users in Device Overview

Sometimes users suffer sync error because they didn't notice that user information exceeded the capacity in the device. For example, up to 3,000 face can be stored in FS2 device with 1:N authentication mode but if BioStar exceeds this number, sync error will occur but some users don't know the reason.



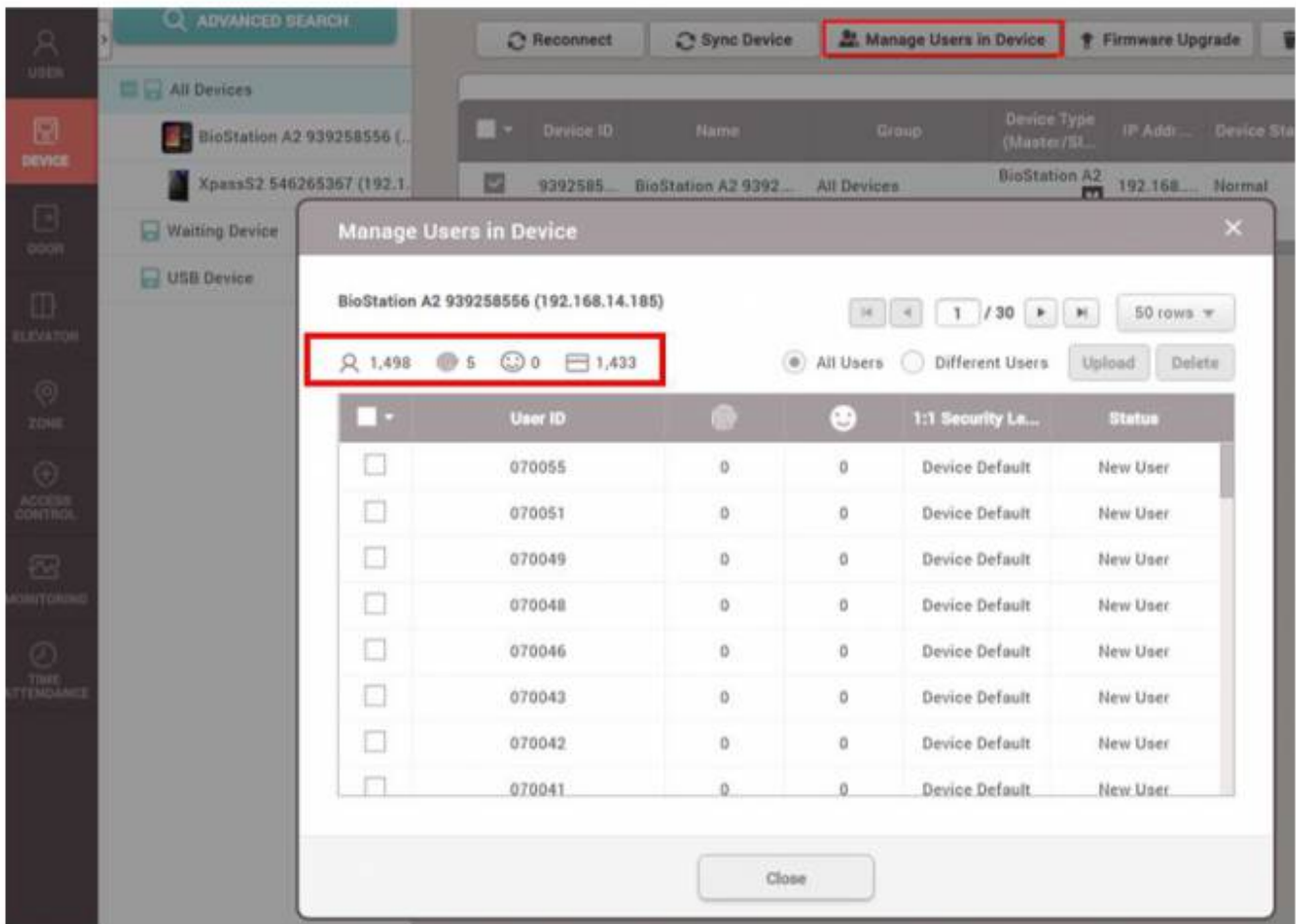
**⚠️ Sync error occurs when data exceeds device capacity. However, many users do not know why a sync error occurs.**

To prevent this situation, you can see how many users, templates and cards are in the device from BioStar 2.7.0

## Compatible firmware

- BioStation 2: 1.7.0 or later
- BioStation A2: 1.6.0 or later
- BioStation L2: 1.4.0 or later
- BioEntry W2: 1.3.0 or later
- FaceStation 2: 1.2.0 or later
- CoreStation: 1.2.0 or later
- BioEntry P2: 1.2.0 or later
- BioLite N2: 1.1.0 or later

• Entry devices with firmware version V2.x are not supported.



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