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BioStar 1, FRR

## How to resolve False Rejection Issue

In this document, we would like to introduce how to resolve false rejection issue.

### Why false rejection occurs

When there are numerous number of “Identify Fail” logs, it is highly that users’ fingerprint quality is low or the users did not place his/her finger correctly on the sensor.

Below is an example of users who are experiencing “Identify Fail”.

Monitoring

Realtime Monitoring Log List

Period

6/18/2014

~

6/18/2014

☐ Show Image

☐ Event

☐ User


☐ Device ID

Priority 0

Get Log

Clear

☐ Network Log

	Date	Devic...	Device	Event	T&A Event	User ID	User	Status
	2014-06-18 06:15:17	53767	OLD BUIL...	Identify Success		6174	JUGENDE...	
	2014-06-18 07:54:09	53771	OLD BUIL...	Identify Success		6150	BRAJESH ...	
	2014-06-18 08:06:51	52700	NEWBUIL...	Identify Success		5845	KEDARI P...	
	2014-06-18 08:13:46	53765	NEW BUIL...	Identify Fail		0		
	2014-06-18 08:13:54	53765	NEW BUIL...	Identify Fail		0		
	2014-06-18 08:14:02	53765	NEW BUIL...	Identify Fail		0		
	2014-06-18 08:14:05	53765	NEW BUIL...	Identify Success		5411	L D JOSHI	
	2014-06-18 08:16:04	53767	OLD BUIL...	Identify Success		6201	ASHISH D...	
	2014-06-18 08:16:56	52751	NEWBUIL...	Identify Fail		0		
	2014-06-18 08:17:06	52751	NEWBUIL...	Identify Fail		0		
	2014-06-18 08:17:15	52751	NEWBUIL...	Identify Fail		0		
	2014-06-18 08:18:01	53765	NEW BUIL...	Identify Fail		0		
	2014-06-18 08:18:08	52700	NEWBUIL...	Identify Success		5455	RAM DHA...	

When there is a false rejection issue after adjusting the security level to solve a false acceptance issue, users should re-enroll their fingerprints.

### Analyzing false rejection issue

Open BioStar Client and go to [Monitoring] menu. Select the date and device where false rejection happens. As shown below, there are numerous number of “Identify Fail” logs. From this log, we can assume that these users tried multiple times to get “Identify Success”.

Realtime Monitoring

Log List

Period

6/18/2014

~

6/18/2014

Show Image

☐ Event

Priority 0

☐ User

☒ Device ID

NEWBUILDING\_1\_224

☐ Network Log

Get Log

Clear

	Date	Devic...	Device	Event	T&A Event	U...	User	Status
	2014-06-18 08:16:56	52751	NEWBUILDING_1_224	Identify Fail		0		
	2014-06-18 08:17:06	52751	NEWBUILDING_1_224	Identify Fail		0		
	2014-06-18 08:17:15	52751	NEWBUILDING_1_224	Identify Fail		0		
	2014-06-18 08:22:52	52751	NEWBUILDING_1_224	Identify Fail		0		
	2014-06-18 08:23:01	52751	NEWBUILDING_1_224	Identify Fail		0		
	2014-06-18 08:23:10	52751	NEWBUILDING_1_224	Identify Success		5558	SWA...	
	2014-06-18 08:25:21	52751	NEWBUILDING_1_224	Identify Fail		0		
	2014-06-18 08:25:44	52751	NEWBUILDING_1_224	Identify Fail		0		
	2014-06-18 08:25:59	52751	NEWBUILDING_1_224	Identify Fail		0		
	2014-06-18 08:31:22	52751	NEWBUILDING_1_224	Identify Success		5371	RAJI...	
	2014-06-18 08:32:53	52751	NEWBUILDING_1_224	Identify Success		5020	ZUB...	
	2014-06-18 08:33:05	52751	NEWBUILDING_1_224	Identify Fail		0		
	2014-06-18 08:33:14	52751	NEWBUILDING_1_224	Identify Fail		0		
	2014-06-18 08:33:42	52751	NEWBUILDING_1_224	Identify Fail		0		
	2014-06-18 08:33:52	52751	NEWBUILDING_1_224	Identify Fail		0		
	2014-06-18 08:34:03	52751	NEWBUILDING_1_224	Identify Success		5451	DAD...	
	2014-06-18 08:39:00	52751	NEWBUILDING_1_224	Identify Success		5870	VIKA...	


Look for the user ID who is experiencing "Identify Fail" more than three times.

FR_issue.csv - Notepad	
File Edit Format View Help	
2014-06-18 08:16:56,52751,NEWBUILDING_1_224,Identify Fail,,0,,	
2014-06-18 08:17:06,52751,NEWBUILDING_1_224,Identify Fail,,0,,	
2014-06-18 08:17:15,52751,NEWBUILDING_1_224,Identify Fail,,0,,	
2014-06-18 08:22:52,52751,NEWBUILDING_1_224,Identify Fail,,0,,	
2014-06-18 08:23:01,52751,NEWBUILDING_1_224,Identify Fail,,0,,	
2014-06-18 08:23:10,52751,NEWBUILDING_1_224,Identify Success,,5558,SWAYAMBER ,	
2014-06-18 08:25:21,52751,NEWBUILDING_1_224,Identify Fail,,0,,	
2014-06-18 08:25:44,52751,NEWBUILDING_1_224,Identify Fail,,0,,	
2014-06-18 08:25:59,52751,NEWBUILDING_1_224,Identify Fail,,0,,	
2014-06-18 08:31:22,52751,NEWBUILDING_1_224,Identify Success,,5371,RAJIV JAISWAL,	
2014-06-18 08:32:53,52751,NEWBUILDING_1_224,Identify Success,,5020,ZUBER AHMAD KHAN,	
2014-06-18 08:33:05,52751,NEWBUILDING_1_224,Identify Fail,,0,,	
2014-06-18 08:33:14,52751,NEWBUILDING_1_224,Identify Fail,,0,,	
2014-06-18 08:33:42,52751,NEWBUILDING_1_224,Identify Fail,,0,,	
2014-06-18 08:33:52,52751,NEWBUILDING_1_224,Identify Fail,,0,,	
2014-06-18 08:34:03,52751,NEWBUILDING_1_224,Identify Success,,5451,DADHI RAM,	
2014-06-18 08:39:00,52751,NEWBUILDING_1_224,Identify Success,,5870,VIKAS KAUSHIK,	
2014-06-18 08:39:20,52751,NEWBUILDING_1_224,Identify Fail,,0,,	
2014-06-18 08:39:28,52751,NEWBUILDING_1_224,Identify Fail,,0,,	
2014-06-18 08:39:31,52751,NEWBUILDING_1_224,Identify Success,,5136,PIYUSH K ,	
2014-06-18 08:42:23,52751,NEWBUILDING_1_224,Identify Success,,5355,RAMESH CHAND,	
2014-06-18 08:42:36,52751,NEWBUILDING_1_224,Identify Fail,,0,,	
2014-06-18 08:42:45,52751,NEWBUILDING_1_224,Identify Fail,,0,,	
2014-06-18 08:42:52,52751,NEWBUILDING_1_224,Identify Success,,5436,BABU RAM,	
2014-06-18 08:44:40,52751,NEWBUILDING_1_224,Identify Success,,5482,CHANDRA PRAKASH,	
2014-06-18 08:44:55,52751,NEWBUILDING_1_224,Identify Fail,,0,,	
2014-06-18 08:45:07,52751,NEWBUILDING_1_224,Identify Success,,5659,OM PRAKESH,	
2014-06-18 08:45:15,52751,NEWBUILDING_1_224,Identify Fail,,0,,	
2014-06-18 08:47:07,52751,NEWBUILDING_1_224,Identify Success,,5421,KIRAN JYOTI,	
2014-06-18 08:48:07,52751,NEWBUILDING_1_224,Identify Success,,5942,GIRRAJ SINGH,	

Now, move to [User] menu and search the user ID. It is important to check the fingerprint quality.

When the location of the templates is different between each template, users should enroll their fingerprint again. Please see the below examples.

Basic Information



Name

PIYUSH K

Modify Priv

Department

Telephone

E-Mail

Password

Admin Level

Normal User

Details

Fingerprints

Card

Event

Enroll Device

56699[10.1.8.234]

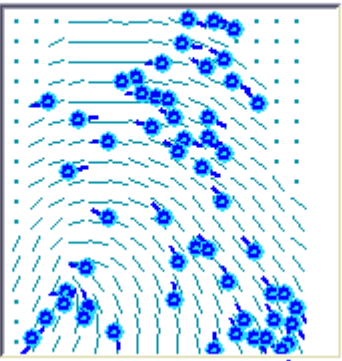
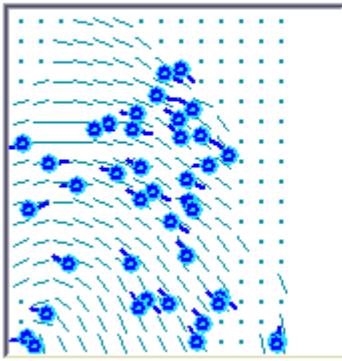
Enroll Quality

80

1:1 Security Level

Device Default

☒ Show Fingerprint Image




1st Finger

2nd Finger

[Example 1]

Basic Information



Name	KARTAR SINGH			Modify Priv
Department				
Telephone		E-Mail		
Password		Admin Level	Normal User	

Details | Fingerprints | Card | Event

Enroll Device

56699[10.1.8.234]

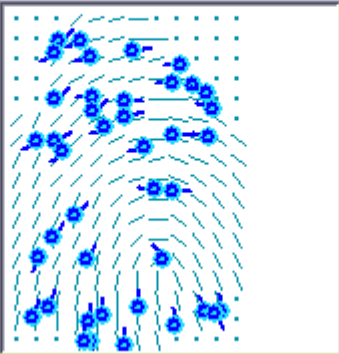
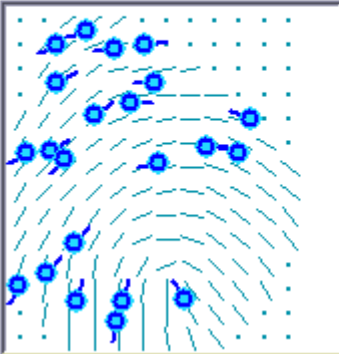
Enroll Quality

80

1:1 Security Level

Device Default

☒ Show Fingerprint Image




1st Finger

2nd Finger

[Example 2]

When there are few number of minutiae (check the number of blue circles), users should enroll their fingerprint again. Alternatively, they can enroll other fingers. Please see below examples.

Basic Information



Name

BABU RAM

Modify Priv

Department

Telephone

E-Mail

Password

Admin Level

Normal User

Details

Fingerprints

Card

Event

Enroll Device

56699[10.1.8.234]

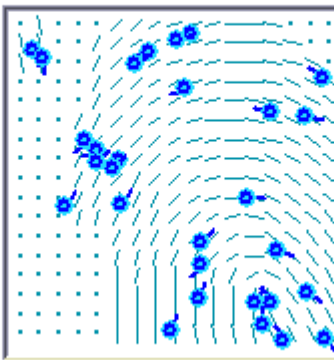
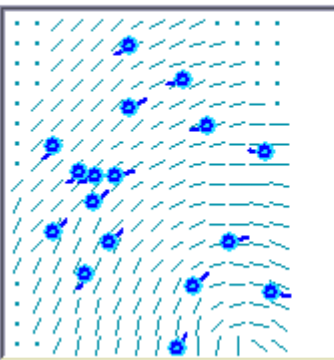
Enroll Quality


80


1:1 Security Level

Device Default

☒ Show Fingerprint Image




 1st Finger

 2nd Finger

[Example 3]

User

Basic Information



Name

NARAYAN SINGH

Modify Priv.

Department

Telephone

E-Mail

Password

Admin Level

Normal User

Details

Fingerprints

Card

Event

Enroll Device

56699[10.1.8.234]

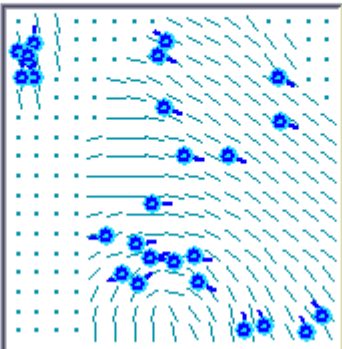
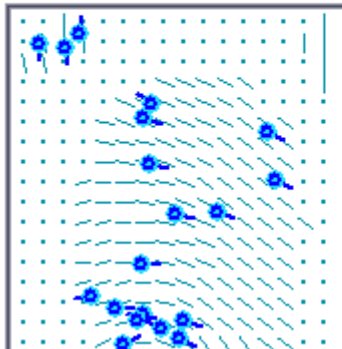
Enroll Quality


80


1:1 Security Level

Device Default

☒ Show Fingerprint Image



 1st Finger


 2nd Finger

[Example 4]

The below example is another bad fingerprint template. This kind of template is created when users only place their fingertips. In this case, users should enroll their fingerprints again.

User

Basic Information



Name

SHAKUNTALA SHARMA

Modify Priv.

Department

Telephone

E-Mail

Password

Admin Level

Normal User

Details

Fingerprints

Card

Event

Enroll Device

56699[10.1.8.234]

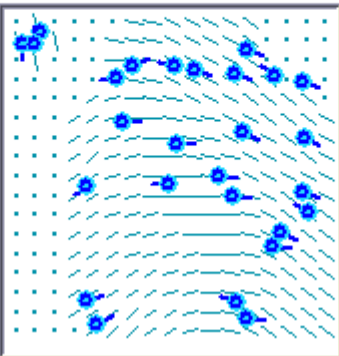
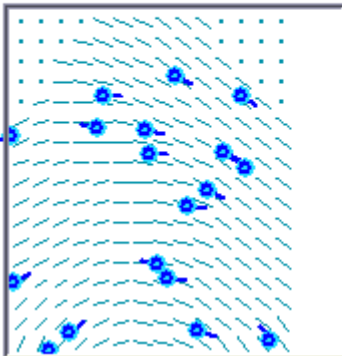
Enroll Quality

80

1:1 Security Level

Device Default

☒ Show Fingerprint Image



1st Finger

2nd Finger

## Fingerprint re-enrollment

When you try to enroll the fingerprints again, please follow the steps below.

1. Click **Delete** button to delete previously enrolled fingerprint.
2. Set **Enroll Quality** to 80 (Strong).
3. Click **Add** then click **Scan** to scan your fingerprint.
4. When you have **Too low quality** error, please try again with different finger.

When the fingerprint is small or dry, the quality of the template may low.

- <http://kb.supremainc.com/knowledge/>

The screenshot displays a web-based user management interface. At the top, a blue header bar contains the word 'User'. Below this, a 'Basic Information' section includes a profile picture placeholder with the text 'No Image', and fields for Name (Kyunghee Yu), Department, Telephone, Password, E-Mail, and Admin Level (set to 'Normal User'). A 'Modify Private Information' button is located next to the Name field. Below the basic information, a series of tabs are visible: Details, Fingerprints, Face, Face (Fusion), Card, Access Control, T & A, and Event. The 'Fingerprints' tab is currently selected. Under this tab, there is a section for 'Enroll Device' with a dropdown menu showing '268492929[192.168.0.72]' and an 'Enroll Quality' dropdown set to '80 (Strongest)'. A large, light gray error box with the text 'Too low quality' is prominently displayed in the center. To the right of the error box, there is a 'Print Image' label and a 'Duess' checkbox. Below the error box, a blue button labeled '2nd Finger' is visible. On the far right, there are three buttons: 'Scan', 'Verification Test', and '1:N Auth Test'.

5. Transfer the user to the device and run a test.

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