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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	<input type="checkbox"/> Event	Priority 0	<input type="checkbox"/> User		<input type="checkbox"/> Device ID		Network Log
~	6/18/2014							
<input type="checkbox"/> Show Image								
<input type="button" value="Get Log"/>	<input type="button" value="Clear"/>							
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

Event: Priority 0

User: [Empty]

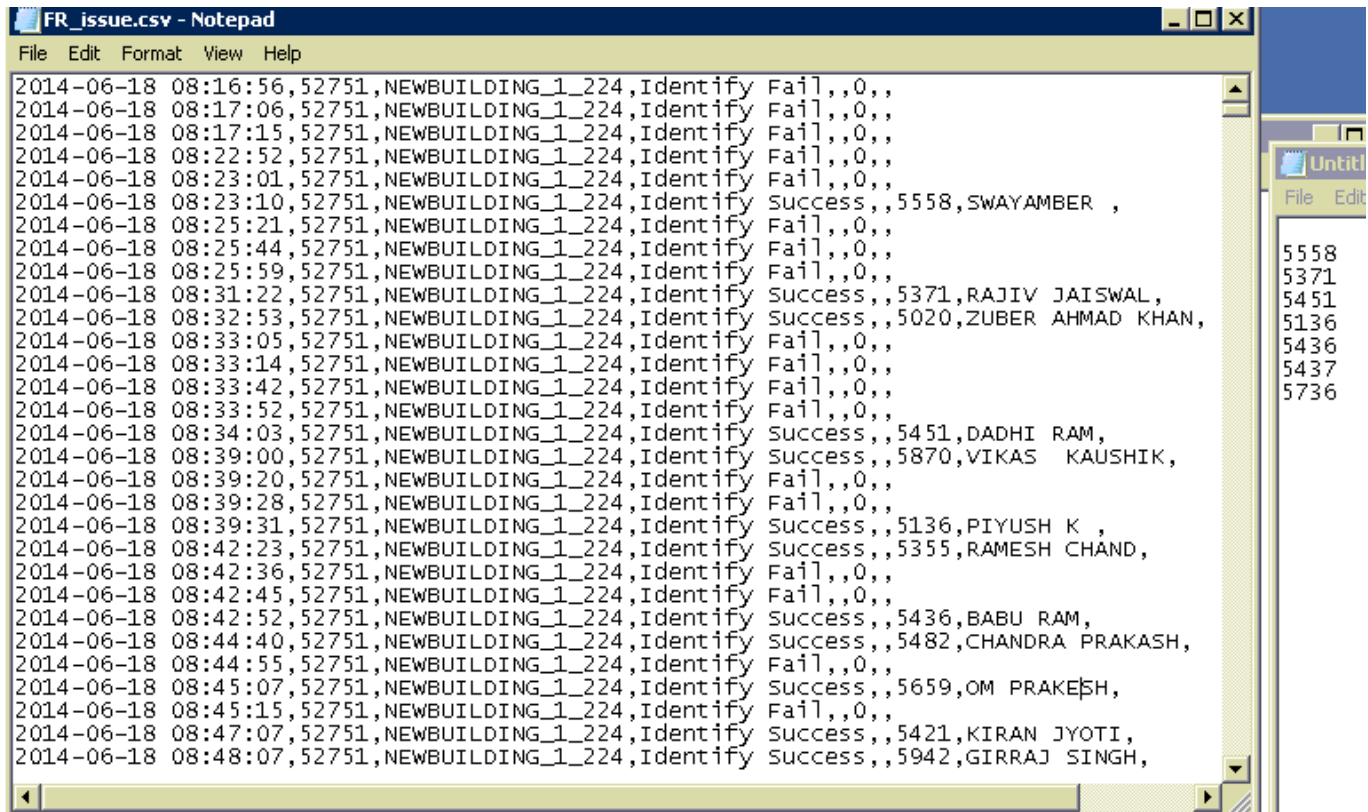
Device ID: NEWBUILDING\_1\_224

Network Log: [Unselected]

Buttons: 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.



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]

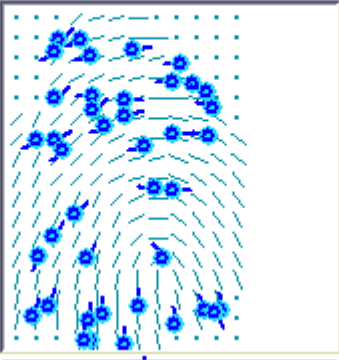
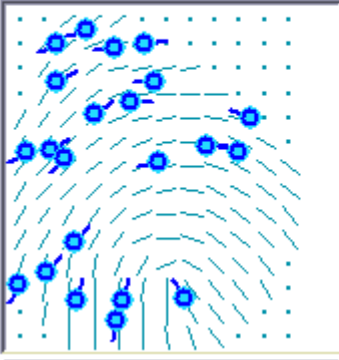
Basic Information

	Name	<input type="text" value="KARTAR SINGH"/>	<input type="button" value="Modify Priv"/>
	Department	<input type="text"/>	
	Telephone	<input type="text"/>	E-Mail <input type="text"/>
	Password	<input type="text"/>	Admin Level <input type="text" value="Normal User"/>

Details | Fingerprints | Card | Event

Enroll Device:  Enroll Quality:

1:1 Security Level:   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

Department

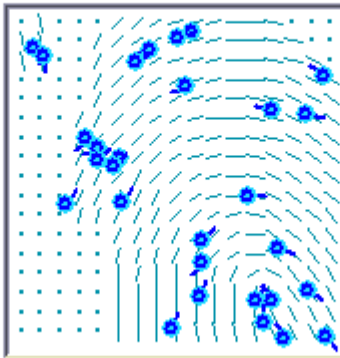
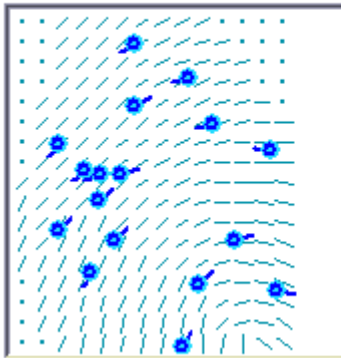
Telephone  E-Mail

Password  Admin Level

Details **Fingerprints** Card Event

Enroll Device   Enroll Quality

1:1 Security Level    Show Fingerprint Image




1st Finger

2nd Finger

[Example 3]

**User**

Basic Information

 Name:  Modify Priv.

Department:

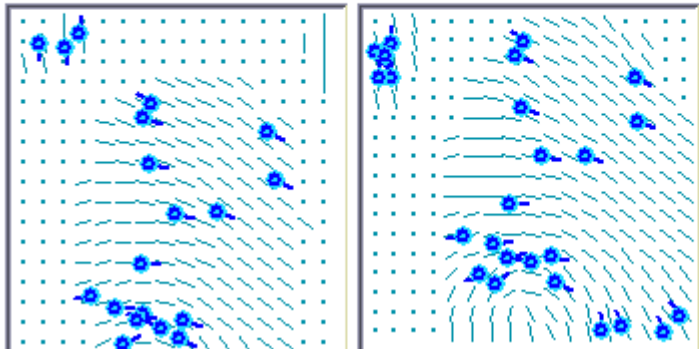
Telephone:  E-Mail:

Password:  Admin Level:

Details | **Fingerprints** | Card | Event

Enroll Device:  Enroll Quality:

1:1 Security Level:   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



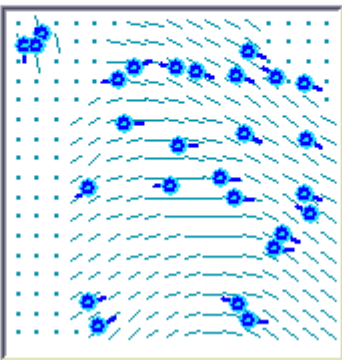
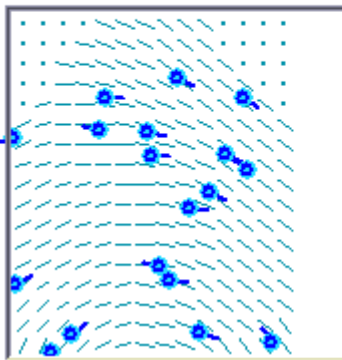
Name	SHAKUNTALA SHARMA	Modify Priv.
Department		
Telephone		E-Mail
Password		Admin Level
		Normal User

---

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.



The screenshot shows a user management interface for a user named 'Kyunghee Yu'. The 'Basic Information' section includes fields for Name, Department, Telephone, Password, E-Mail, and Admin Level (set to 'Normal User'). Below this is a navigation bar with tabs for 'Details', 'Fingerprints', 'Face', 'Face (Fusion)', 'Card', 'Access Control', 'T & A', and 'Event'. The 'Fingerprints' tab is active, showing an 'Enroll Device' dropdown with the value '268492929[192.168.0.72]' and an 'Enroll Quality' dropdown set to '80 (Strongest)'. A large grey error box with the text 'Too low quality' is overlaid on the fingerprint scan area. To the right of the scan area, there is a 'Duess' checkbox and three buttons: 'Scan', 'Verification Test', and '1:N Auth Test'. The '2nd Finger' label is visible above the scan area.

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

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