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BioStar 1, Challenge Code

How to unlock a device using Challenge Code

You can lock devices to prevent unauthorized access from users when BioStar is not running. Besides, when devices use the Direct mode, another BioStar client can also add the devices if the maximum number of connections is set to more than one on the devices. Therefore, BioStar provides the feature to lock the connected devices to prevent unauthorized users from manipulating the settings of the devices. However, if you forgot the locking password, you need to send Suprema's technical support team Challenge Code and the technical support team will send you an unlock code.

How to get Challenge Code from a device

1. Go to **Option > Device > Automatic Locking** from the menu.

2. Step 1 brings up the **Auto Locking** dialog. Check the **Initialize Password** option and then click **Get Challenge Code** as shown in the figure below:

Auto Locking	x
Lock all Devices when exit BioStar Change Lock Password	
Old Password	
New Password	
Retype New Password	
OK Cancel	
✓ Initialize Password	
Get Challenge Code	
Unlock Device and Password to Default	

3. Choose the device from the Device ID selection box and click Get. Then, you will get the Challenge Code from the device.

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Get Challenge Code				
Device				
Device ID	[151] 151[192.168.0.1: Get			
d066aa76c0270 00b5ca60f51e1)af171ab2274a9922469 e39d53a35d898f2dc36			
Click 'Save as File' and e-mail us with the file.				
Close Save as File				

4. Click **Save as File** and send the file to the Suprema technical support team.

Get Challenge Code				x
Device				
Device ID	[151] 151[192.168	8.0.1: 🔻	Get	
d066aa76c0270af 00b5ca60f51e1e39	171ab2274a99 9d53a35d898f	22469 2dc36		
Click 'Save as File' and e-m	ail us with the file.			
Clo	se	Save a	as File	

How to unlock a device using an unlock code

You can unlock a device using an unlock code file that you have received from the Suprema technical support team.

1. Go to **Option > Device > Automatic Locking** from the menu.

2. Step 1 brings up the **Auto Locking** dialog. Check the **Initialize Password** option and then click **Unlock Device and Password** to **Default** as shown in the figure below:

Auto Locking
Change Lock Password
Old Password
New Password
Retype New Password
OK Cancel
✓ Initialize Password
Get Challenge Code
Unlock Device and Password to Default

3. Step 2 brings up the **Write Challenge Code** dialog. Click **Open Code File**, choose the unlock code file and then Click **Write**.

Write Challenge Code		×
Device Device ID	[151] 151[192.168.0.1: Open Code File	
36333334000000 32363530300000)0000000000000000000000000000000000000	
Click 'Write' to unlock the	e device.	
	Write Canel	

4. The device is unlocked now.

