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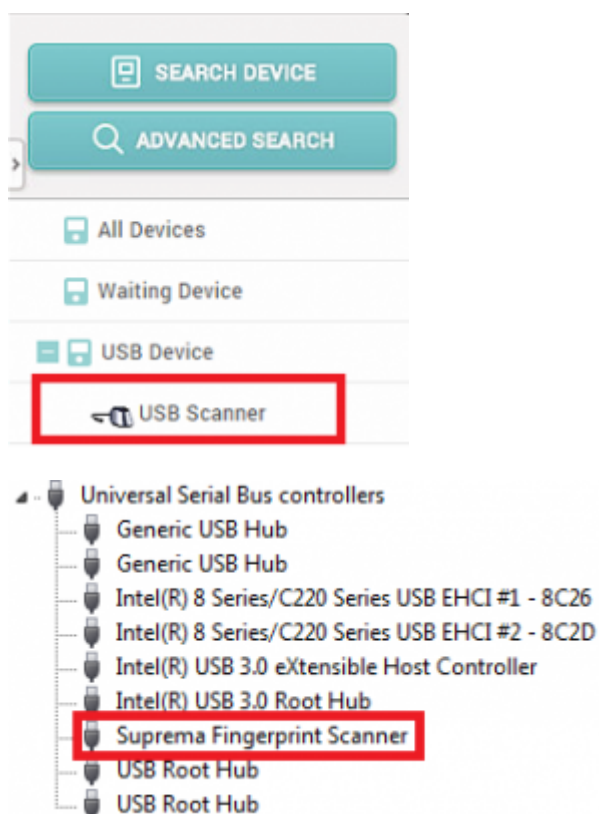# When you cannot enroll a fingerprint with Biomini on BioStar 2
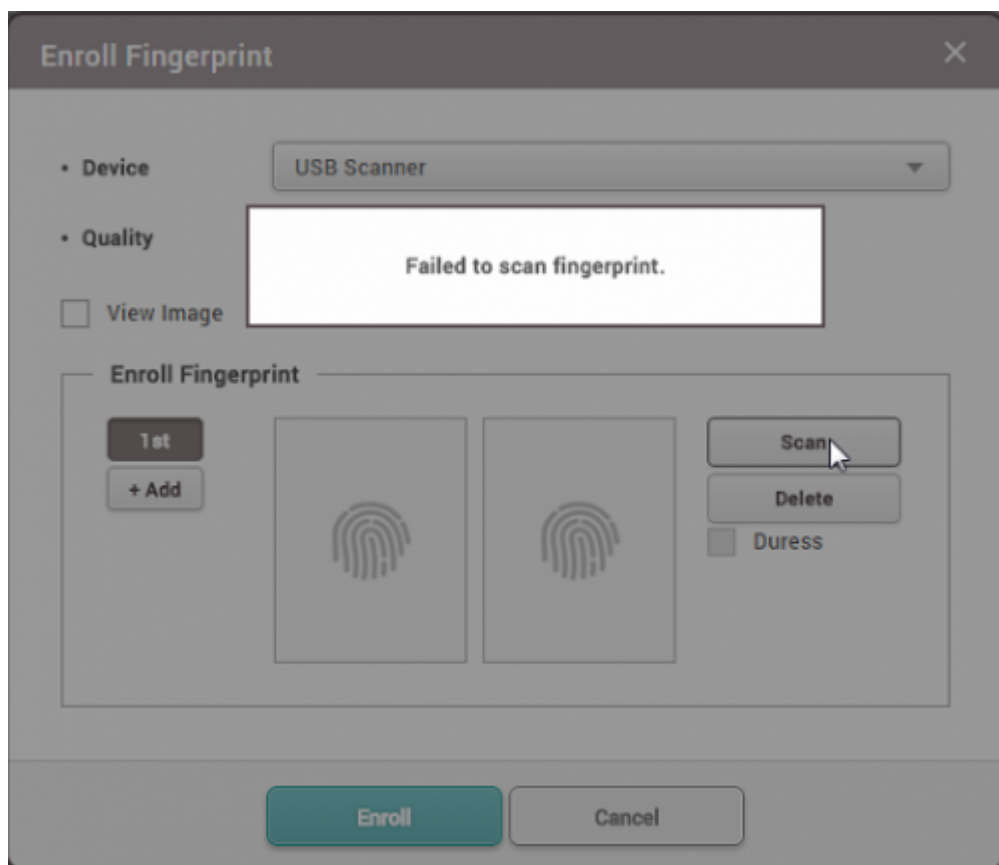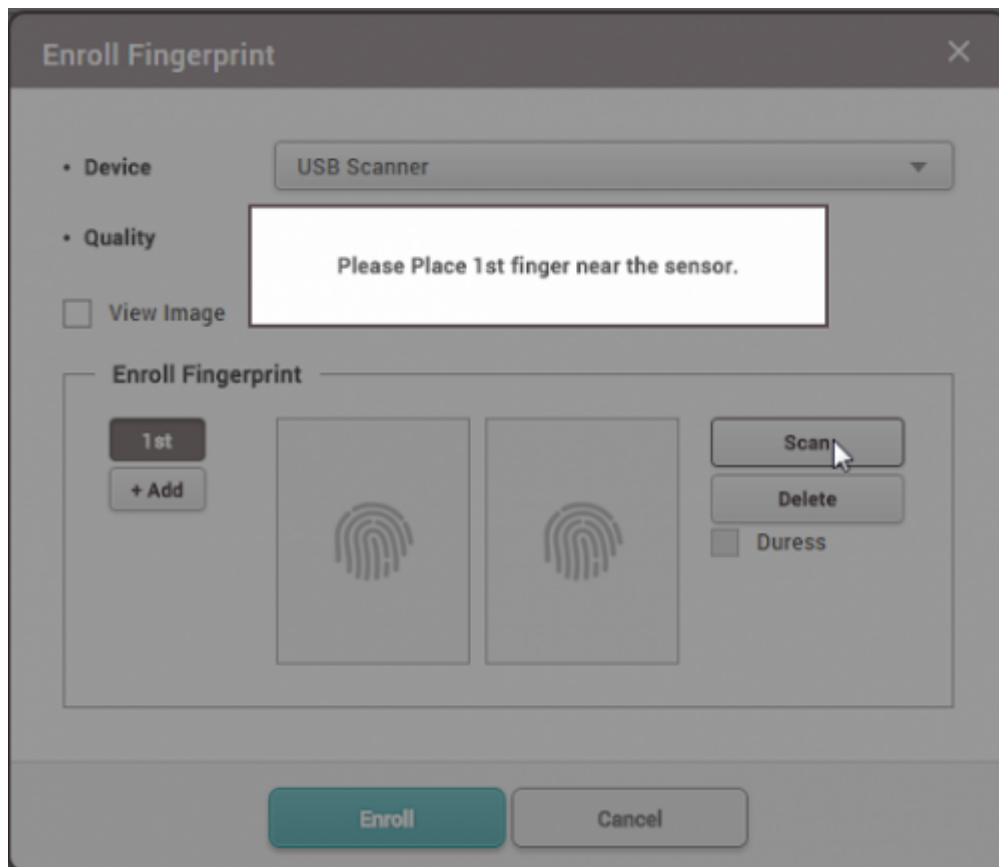
This article is outdated.
For an updated guide refer to the following link Troubleshooting Biomini Issues

In this document, we would like to introduce how to troubleshoot when you experience problem enrolling a fingerprint using Biomini on BioStar 2 Server.

Before we begin, we assume you have installed *Sup_Fingerprint_Driver* and as a result of that the device can be found on BioStar 2 device list as well as Windows Device Manager.
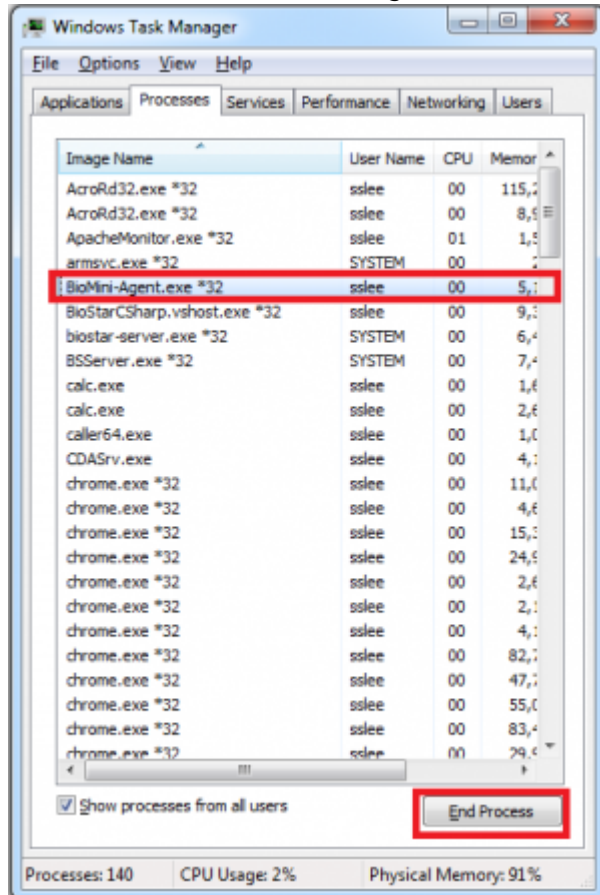
Cause

This issue can occur when the BioMini-Agent.exe*32 process is running with insufficient access
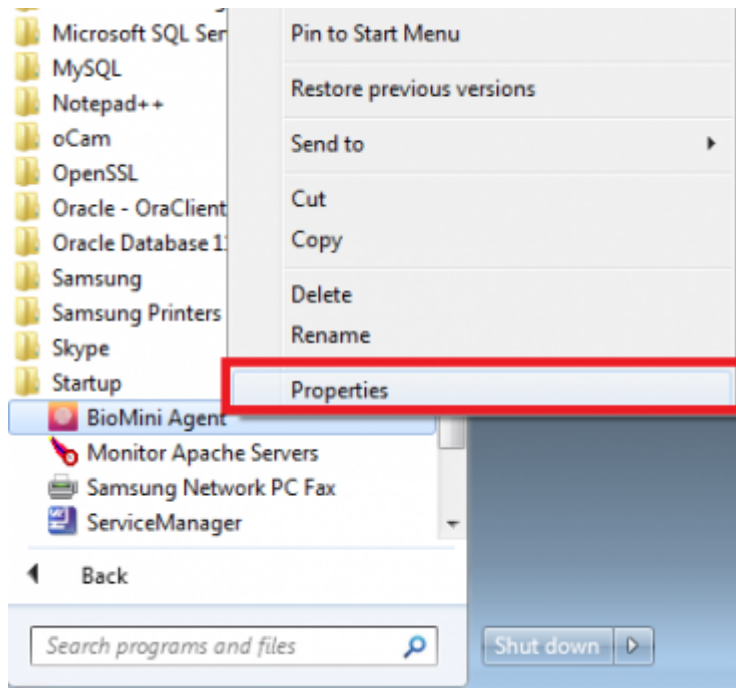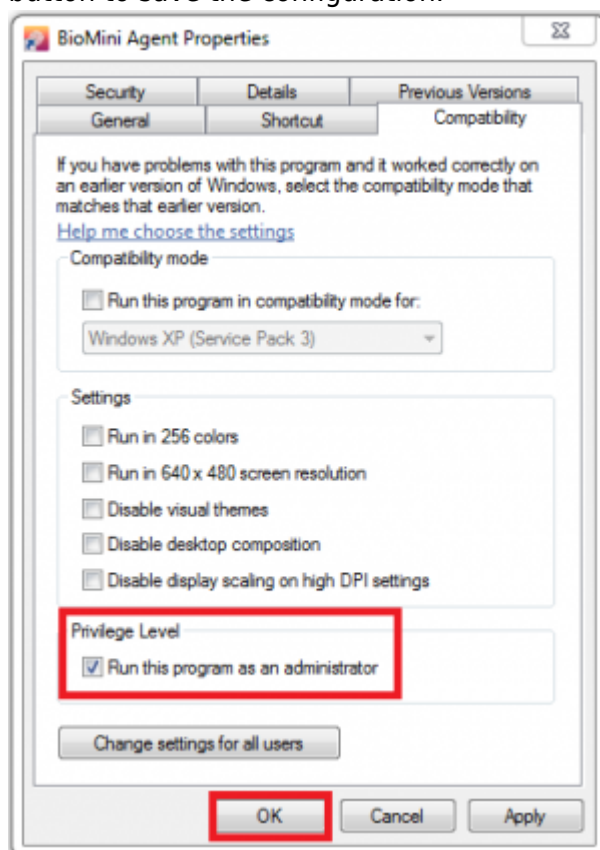
privileges.

Resolution

1. Run "Windows Task manager". Please terminate the "BioMini-Agent.exe*32" process.

2. Go to Windows **Start** > **All Programs** > Startup and right-click BioMini Agent then select Properties.

3. On the Compatibility tab, please enable Run this program as an administrator option then click **OK** button to save the configuration.