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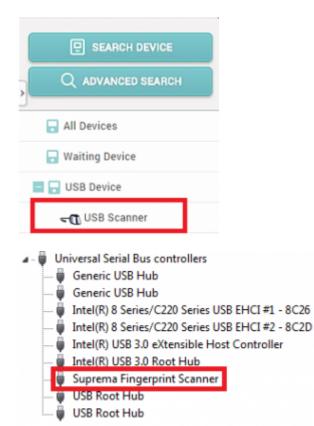
BioStar 2, Biomini

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This article is outdated.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.



Enroll Fingerpri		
Device Quality View Image Enroll Finger Iet	Please Place 1st finger near the sensor.	-
+ Add	Scan Delete Duress	
	Enroll Cancel	
Enroll Fingerprin	nt	×

View Image	Failed to scan fingerprint.		
Enroll Fingerpri	nt		
1st + Add			Scan Delete Duress

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.

plications Pro	cesses	Services	Perfor	mance	Net	working	Users
Image Name	*			User N	ame	CPU	Memor
AcroRd32.ext	*32			sslee		00	115,2
AcroRd32.exe *32			sslee		00	8,9	
ApacheMonitor.exe *32					01	1.5	
armsvc.exe *	32			SYSTEM	4	00	
			ssiee 00		00	5,1	
BioStarCShar	p.vshost	.exe *32		sslee		00	9,3
biostar-serve	r.exe *3	2		SYSTEM	4	00	6,4
BSServer.exe	*32			SYSTEM		00	7,4
calc.exe				sslee		00	1,6
calc.exe				sslee		00	2,6
caller64.exe				sslee		00	1,0
CDASrv.exe		sslee		00	4,:		
chrome.exe *32		sslee		00	11,0		
chrome.exe *32			sslee		00	4,6	
chrome.exe *32		sslee		00	15,3		
chrome.exe *32			sslee		00	24,9	
chrome.exe *32			sslee		00	2,6	
chrome.exe *32			sslee		00	2,1	
chrome.exe *32			sslee		00	4,1	
chrome.exe *32		sslee		00	82,7		
chrome.exe *32		sslee		00	47,3		
chrome.exe *32		sslee		00	55,0		
chrome.exe *32		sslee		00	83,4		
rhrome.exe *32 ∢ III		sslee		00	29.0		
Show proce	sses from	n all users				End	Process

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

2021/03/11 20:45	4/4
 Microsoft SQL Ser MySQL Notepad++ oCam OpenSSL Oracle - OraClient Oracle Database 1: Samsung Samsung Printers Skype 	Pin to Start Menu Restore previous versions Send to Cut Copy Delete Rename
🍌 Startup	Properties
📃 📔 BioMini Agent	
In Monitor Apache S	
4 Back	
Search programs and	files 🔎 Shut down 🕨

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

When you cannot enroll a fingerprint with Biomini on BioStar 2

Security	Details	Previous Versions
General	Shortout	Compatibility
	Windows, select the	nd it worked correctly on compatibility mode that
lelp me choose t	the settings	
Compatibility mode	8	
Run this prog	gram in compatibility n	node for:
Windows XP (S	Service Pack 3)	-
	in the table of	
Settings		
🔲 Run in 256 c	olors	
Run in 640 x	480 screen resolutio	n
Disable visua	d themes	
	top composition	
_		
Disable displ	ay scaling on high DF	Pl settings
Privilege Level		
Run this proc	gram as an administra	tor
Change of King	a fac all users	
Change setting	as for all users	

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