

Error during capture of biometric data

Last Modified on 06/06/2025 2:52 pm EDT

Symptom

"Unable to access COM port, possibly in use by another application" error is received when attempting to capture a biometric template in System Administration.

Resolution

- Make sure the COM port is not in use by another application. For example, VeriAdmin may use the same COM port to connect to the biometric device.

In Multimedia Capture, make sure the correct COM port and baud rate are selected.

Applies To

OnGuard (All versions)

Windows XP (All versions)

Windows Server 2003 (All versions)

Additional Information
