No prompt for biometric verification using biometric readers

Last Modified on 11/24/2021 12:19 pm EST

Symptom

After a cardholder presents their card or enters the PIN number, there is no prompt from the associated biometric reader (RSI HandKey, Identix, or Bioscrypt) to verify identity.

Resolution

To resolve this issue, complete the following steps in System Administration:

1) From the **Access Control** menu, select **Access Panels** to ensure the correct biometric option is enabled for **RSI biometrics**, **Identix FingerScan V20 biometrics**, or **Bioscrypt biometrics**.

2) From the **Access Control** menu, select **Readers** to ensure the RSI HandKey, Identix, or Bioscrypt reader is configured correctly in the Readers folder.

3) On the Reader tab, the **Biometric Verify** check box must be enabled for the reader.

For a non-segmented system, follow steps 4-5:

4) From the **Administration** menu, select **System Options**.

5) On the Biometrics tab, ensure **Maximum templates** is configured to a value greater than zero (0) under the Hand Geometry (RSI), FingerScan (Identix), or Bioscrypt section depending on the biometric hardware used.

For a segmented system, complete steps 6-8:

6) From the **Administration menu,** select **Segments**.

7) On the Segments tab, select the segment that contains the biometric hardware being used.

8) Ensure **Maximum templates** is configured to a value greater than zero (0) under the Hand Geometry (RSI), FingerScan (Identix), or Bioscrypt section, depending on the biometric hardware used.

At this point, cardholders will be able to present their card or enter their PIN number, and then be prompted to verify their identity biometrically.

Applies To

OnGuard (All versions)

Additional Information

None