

# OSDP Biometric templates not showing up on the access control panel

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## Symptom

OSDP Biometric templates do not show on the access control panel, or the templates only show after a panel download.

## Resolution

Ensure that OSDP biometrics is enabled for the access panel and in System Options. If this is enabled, confirm that the client is licensed for Bioscrypt or Handkey License key 1400 or 1402. If they are not licensed for this, OSDP biometric templates will not be pushed down to the access panel.

## Applies To

OnGuard (All versions)

## Additional Information

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