

Troubleshooting Guide

FCI HRMS

Version: V1.0



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Revision History

Date	Version	Description	Author
15-Jan-21	1.0	Troubleshooting Guide	Sanjay Tiwari

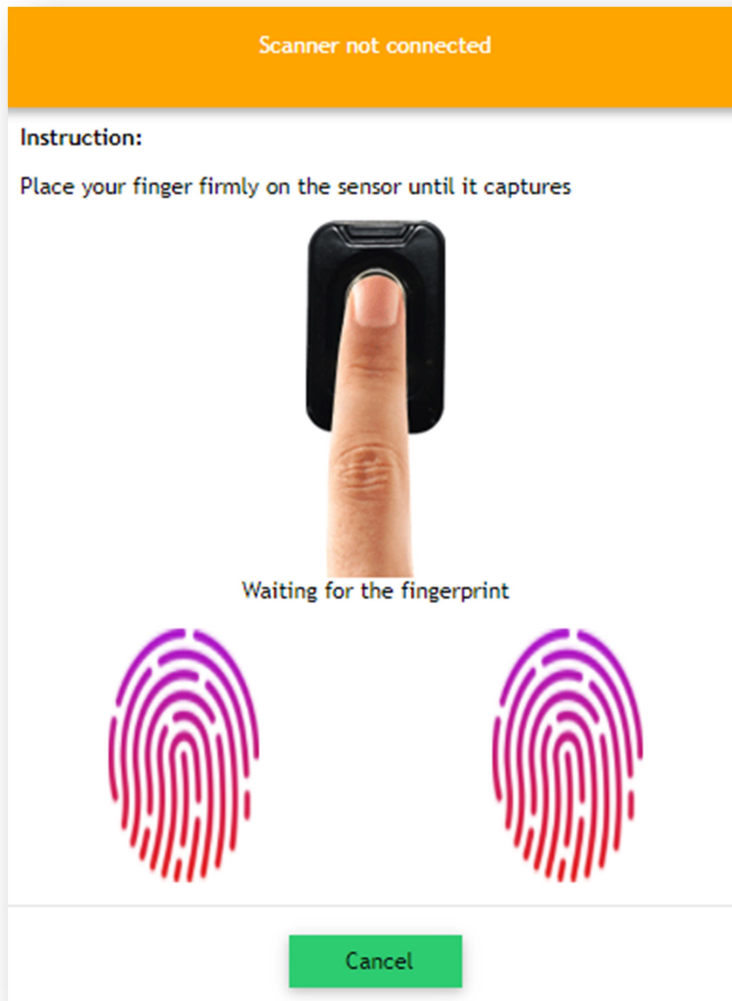
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1. Biometric

Biometric system is automated methods of verifying or recognizing the identity of living person on the basis of some physiological characteristics, like a fingerprint.

2. Scanner not connected



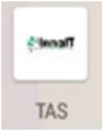
Solution- Open the device lock and check the micro usb connector and USB. Unplug and plug again. Restart the device.



- a. Click on the InnaIT Driver first and wait until it close by itself.

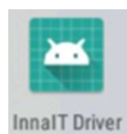
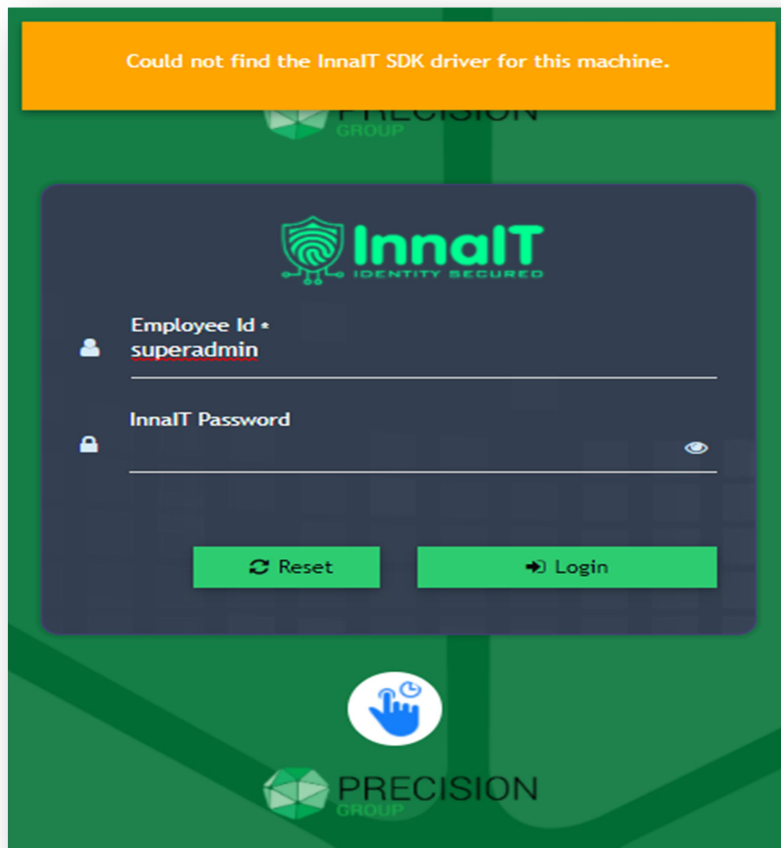


- b. Click on precision Innait, Mandatory to check the checkbox (Use by default for this USB device)



- c. Click on the TAS

3. Could not find the InnaIT driver SDK driver for this machine.

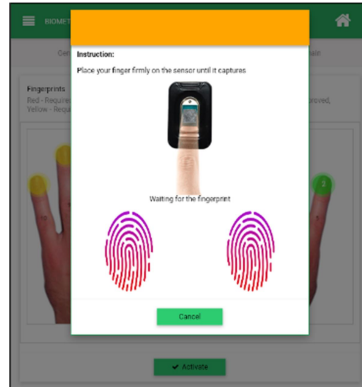


Solution - Click on the InnaIT Driver and then try.

4. Not Connected. Verify your network connection.

Solution – Connect device with internet and make sure internet is accessible.

5. Showing orange bar without error during fingerprint enrolment

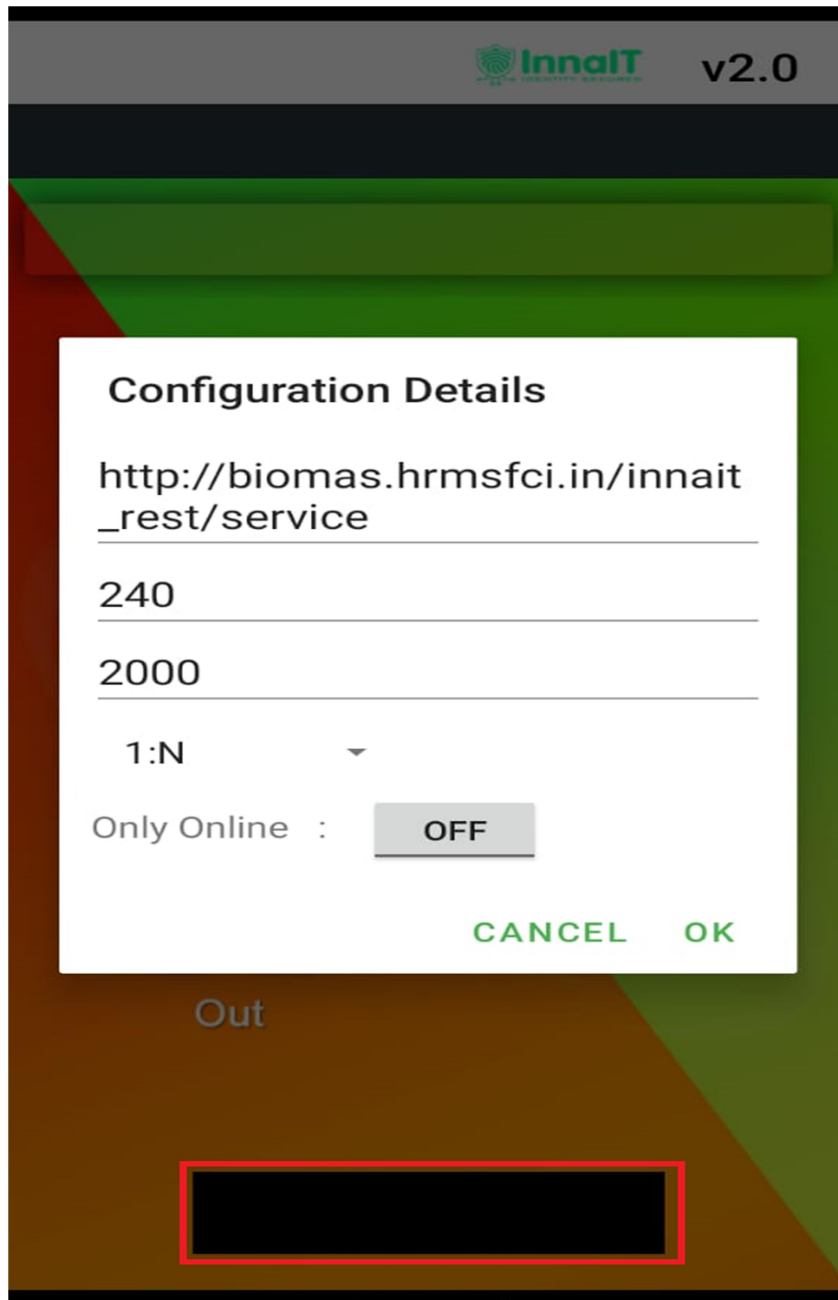


Solution – Make sure the public.key must be available in the folder (Internal Storage >> Android >> Data)

If public.key not available then place it and make sure file name must be public.key only.



6. Black bar showing without error description during TAS registration.



Solution- Below are the reasons of this error.

- A. Public.key is not available in the folder (Internal Storage >>Android >>Data). Place the public key
- B. Input informations are incorrect. Enter the correct data.
Primary URL:- http://biomas.hrmsfci.in/innait_rest/service
Sync Time in second:- 240
Authentication Code:- Refer below point (i)
No. of User:- 2000
1:1 :- 1:N
Only Online : off



- (i) Please follow the below steps to find the Authentication Code.
Open the Precision_Innait app
Click on TAS >> Device List
Enter the Location (Case Sensitive) and select the location from dropdown list and click on Search button as shown below.

BIOMETRIC AUTHENTICATION SYSTEM

superadmin
employee1 R

MASTERS

ENROLLMENT

TAS

Device List

Device Message

Calendar

Shift

Leave Request

Leave Approval

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Manage Device List
View Device List

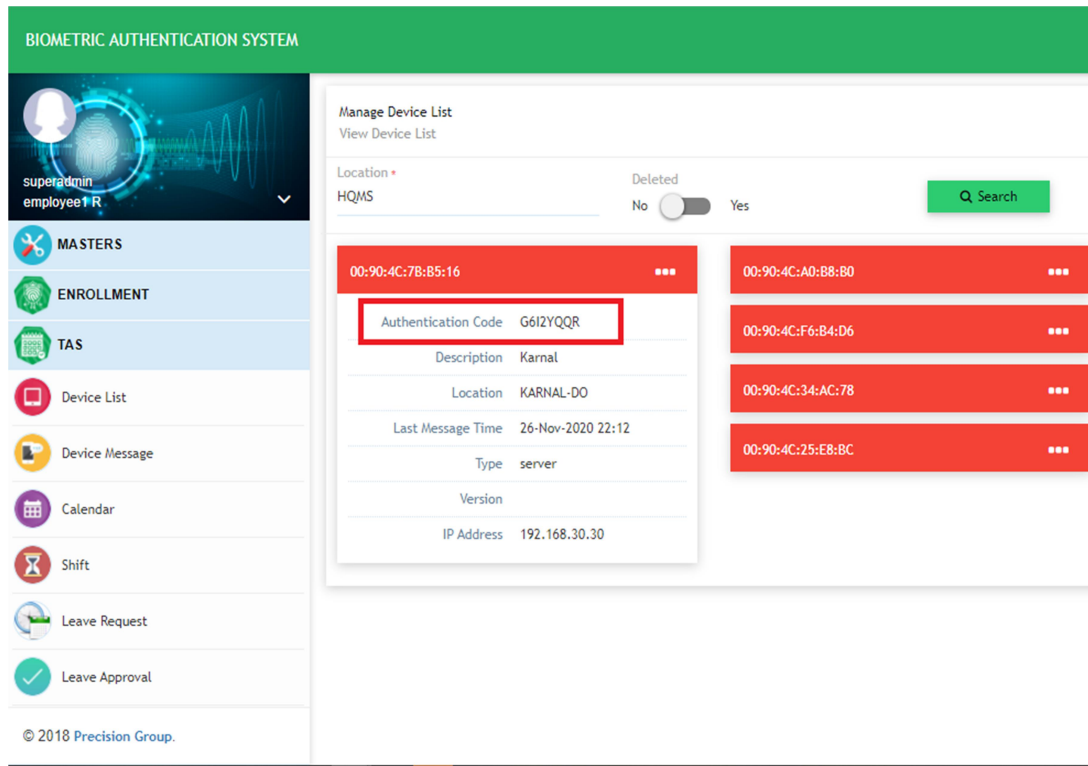
Location *
HQMS

Deleted
No ☐ Yes ☒

Search

00:90:4C:78:85:16	...	00:90:4C:A0:B8:B0	...
00:90:4C:F6:B4:D6	...	EC:B1:D7:94:CA:A4	...
00:90:4C:2F:D0:E1	...	00:90:4C:25:E8:BC	...


Select you device from the list and tap on this then details will be expended as below.

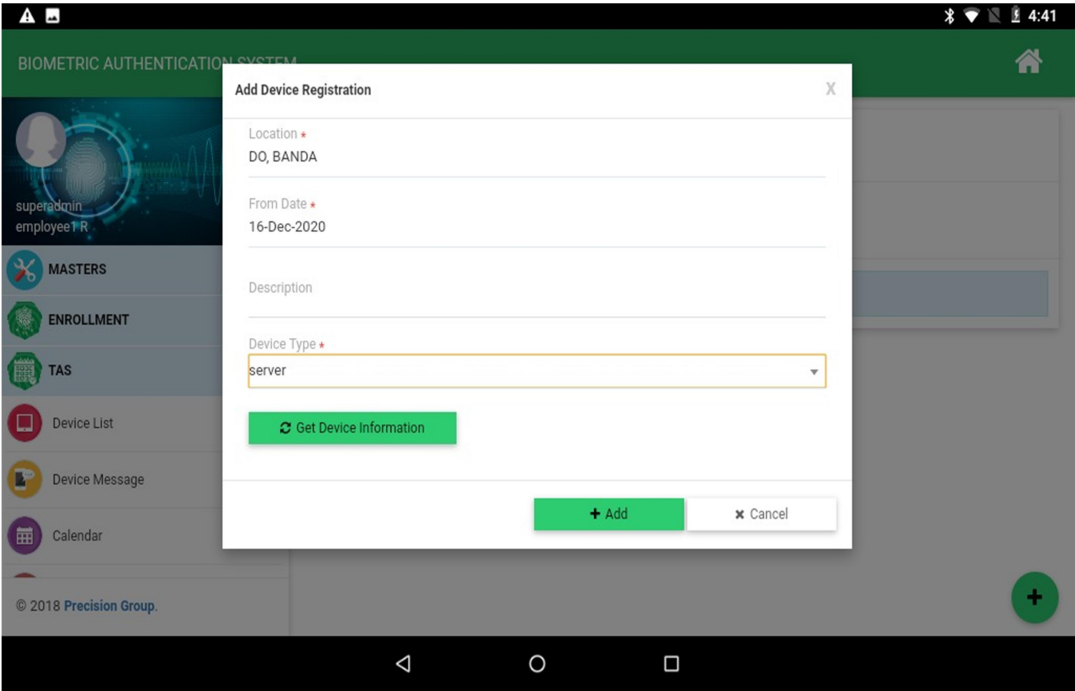


Enter this authentication code for TAS registration.

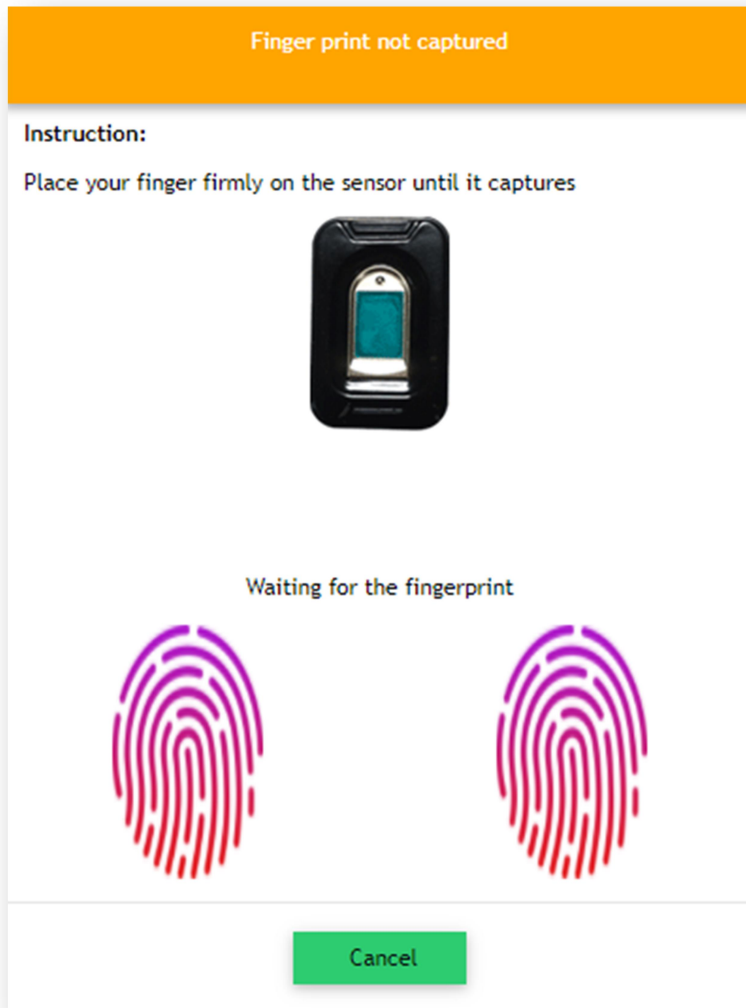
- C. Device List – Please make sure device is listed. Follow the below steps to register device.
To register the device please click on TAS >> Device List then option will be opened.



Now need to click on the  icon and fill then details.
Enter Location Name (Case Sensitive)
Enter From Date.
Select Device Type "server" from the dropdown.
Click on Get Device Information
Click on the Add button.



7. Finger print not captured



Solution- You can try below option(s).

- a. Ask employee to wash hands and then try.
- b. Use currency counting sponge as shown below.



- c. Use handrub sanitizer then try.



8. Showing NaN (undefined) when searching Employee ID.

BIOMETRIC AUTHENTICATION SYSTEM

superadmin
employee1 R

MASTERS

ENROLLMENT

Manage Employee

Reports

TAS

BIOWINAD

Manage Employees
Add / Edit Employees

Employee ID
306999

Deleted
No ☐ Yes ☐

Search

AD SYNC FOR ALL EMPLOYEES

NaN (undefined)

Date of Birth 10-Jan-2021

Gender

Mobile

Date Of Joining 10-Jan-2021

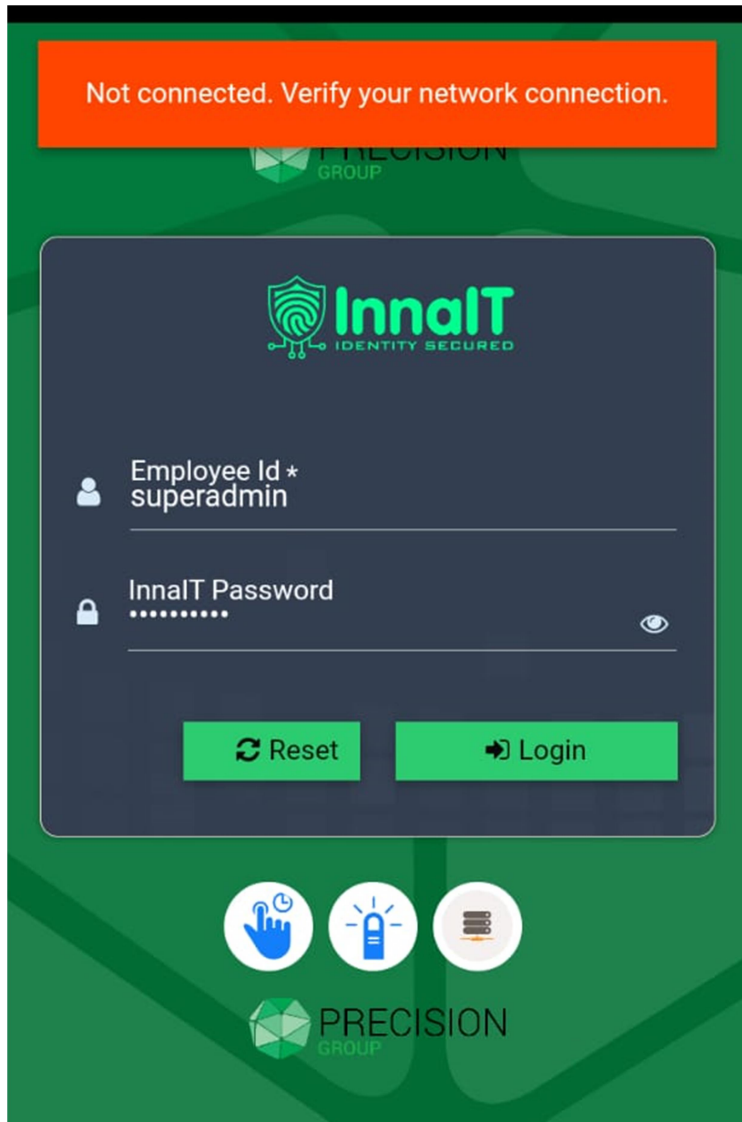
Status Inactive

NaN (undefined)

Date of Birth 10-Jan-2021

Solution- Re-login the application. It shows because of session out or internet not available.

9. Not connected. Verify your network connection.



Solution- This occurred due the below reason(s).

- a. Make sure internet is accessible.



- b. Make sure URL is correct. Click on the hamburger icon shown in above screen and update the url.