

Matrix Technical Support Mailer-24

Synchronize FP Templates from Device

Dear Friends,

This technical mailer will show you the way to recover the Finger Templates from the COSEC device in case of COSEC database corruption/deletion (devoid of any reasons).

The procedure to recover the Finger Templates from the COSEC Time and Attendance device for the following cases is as under:

- 1) COSEC Database corruption (Finger Mismatch)
- 2) COSEC Database deletion.

1) COSEC Database corruption (Finger Mismatch)

In some cases Finger mismatch occurs on a particular COSEC Time and Attendance device i.e. if a user xyz places its finger on the COSEC Time and Attendance device, user abs's name is being shown and in some other device all the user's fingers are working fine.

In such a case, one can get the finger templates from the properly working COSEC Time and Attendance device to the COSEC database and then restore the finger templates to the not properly working device or malfunctioning device.

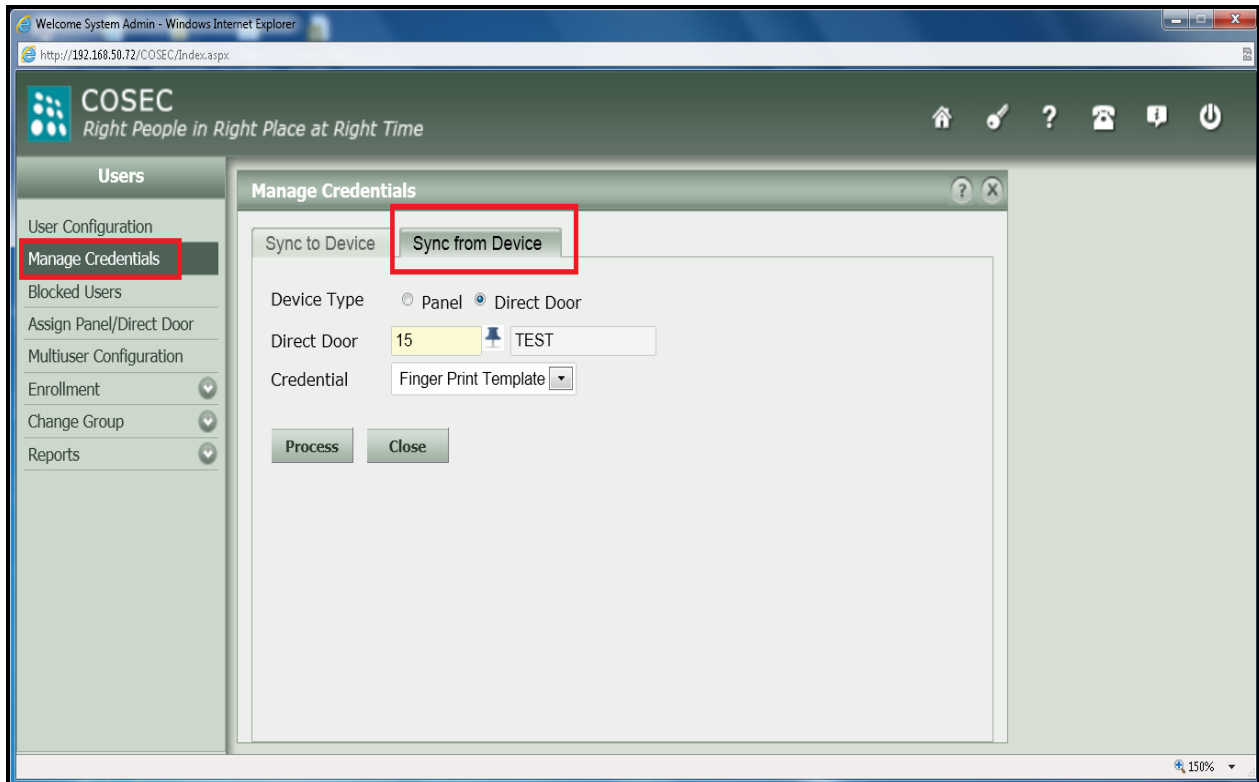
By this way one can solve the issue of fingerprint template mismatch.

Following screenshot shows how to get finger templates from the COSEC Time and Attendance device through COSEC Web.

First of all open the COSEC web by writing <http://localhost/cosec> in the IE (Internet Explorer).

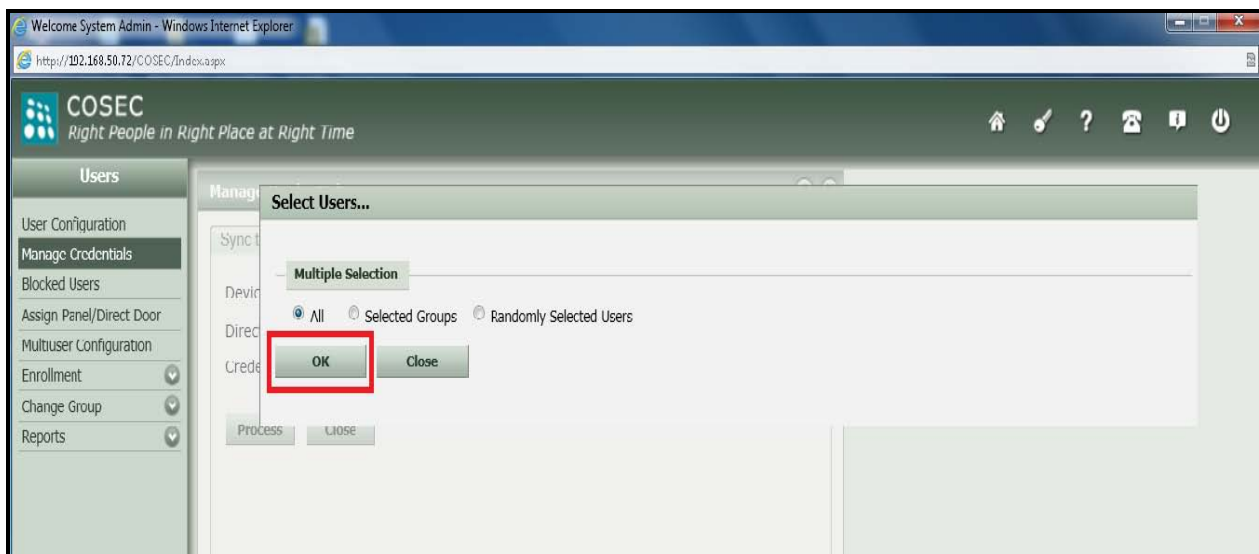
Login through SA (System Administrator) user to the COSEC Web.

Go to *Users module* → *Manage Credential* → *Sync from Device*.

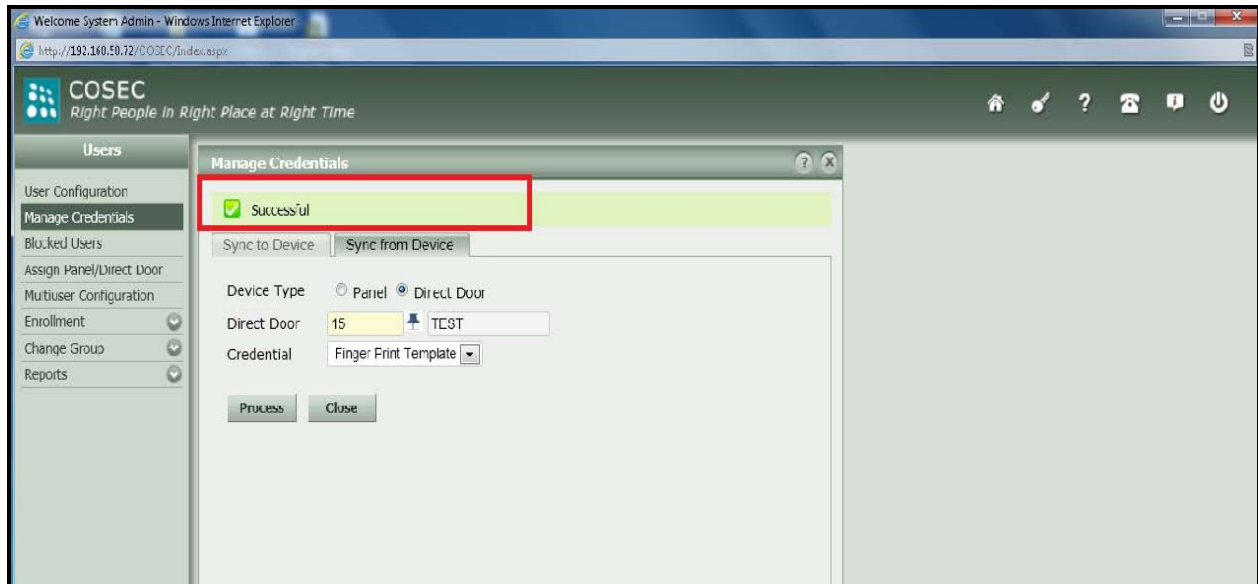


Select the COSEC Time and Attendance device on which the finger templates are working properly and click on process.

It will ask you to select the number of users.



Select the users as per your requirement and press ok.



Now in the COSEC monitor application if one sees, finger templates will be downloaded from the selected device and stored in the COSEC database.

Then one can restore the finger templates from the COSEC database to the not working COSEC Time and Attendance device through the restore configuration option of the COSEC monitor application.

In this way one can solve the above issue.

2) Database deletion.

In this case one will need to recreate the COSEC database with the following configurations same as in the earlier COSEC database:

- 1) Same Reference Id
- 2) Same max number of finger templates per user in the Global Parameter.

Create the COSEC Time and Attendance device in the COSEC Web and make it online in the COSEC monitor.

Assign that COSEC Time and Attendance device to all the Users. After completion of these things, one can sync the templates from the COSEC Time and Attendance device as shown in the above case.



In this way one can solve this issue.

Thanks & Regards,

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