Mantra Softech India PVT LTD

RDService Error Handling

Android RDService

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RDService Error Handling

Error Code	Error Description	Reason	Solution
700 / 1140	Capture Timeout	Finger not place properly	Place finger properly with in time period
710	Being used by another application	Another app used MFS100	Device disconnect & connect again and only give permission to mantra management client
720	Device not ready	Device not connected Device connected but device not verify on server Capture call using public device	Device disconnect & connect again & wait for "Device is ready to used"
730	Capture failed	Back press on capture failed	Capture finger again.
740	Device needs to be re-initialized	Device verification failed or device certificate expired	Device disconnect & connect again
780	The app is out of date. Kindly update your app	Old version found	App update from play store
790	The handset failed for root check. RDService will not be work on this handset	Root device found	Un root your handset or change handset.
800	Root checking failed.	Internet connectivity issue	Check your handset in proper internet connectivity
810	RDService is checking root status of your device	Root checking status pending	Wait for some times or open mantra management client app.
-1307	No device connected	Device not connected or connection not proper	Connect device properly
-1142	Unknown Sensor	RD Capture call without registered device.	Registered your device using Mantra Management Client

-1135	Invalid template or unsupported template format	Poor fingerprint quality	Capture again and place finger properly.
-1132	Invalid key	Locked device found	Please passed locked key or used unlock device
-1329	Data sign failed	Encryption of data failed	Capture finger again
-6	MFS100 used by another application	Another app used MFS100	Device disconnect & connect again and only give permission to mantra management client