

Passwordless scanner icon Issue

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Category: {'link':

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Passwordless Project

Troubleshooting Steps

Problem: Chairside doesn't show the Passwordless scanner icon.

Solution: Do a soft restart of Chairside by tapping the top middle of the Chairside screen and select Restart several times. If the Passwordless icon still doesn't appear activate the FN Lock then select F11 (exit full screen). Hit the X in the top right corner to close Firefox. Reopen Firefox. As a final step, if all the above steps fail to resolve the issue, restart the T machine.

Problem: Scanner lights don't blink when a Yubikey is scanned, and scanning is not working.

Solution: Reseat the scanner USB cable. If the scanner still doesn't work, plug in a mouse to the USB port and verify the mouse works. Inform the Biomed if there is a problem with the USB.

Problem: Chairside shows a red scanner icon and scanning is not possible.

Solution: Restart the T machine. If the scanner icon remains red inform the Passwordless team. For Biomed open a terminal and with the fresenius user execute the command: curl localhost:8282 .You should receive a confirmation message the scanner is working.

```
{"service": "Passwordless Python Daemon", "version": "1.0.0-August-20210817-V1",  
"smart_card_reader_status": "Found"}
```

Problem: After registering a Yubikey the user gets an error message when scanning.

Solution: Inform the Passwordless team the user's username and email address.