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[BioStar 2](#), [Biomini](#)

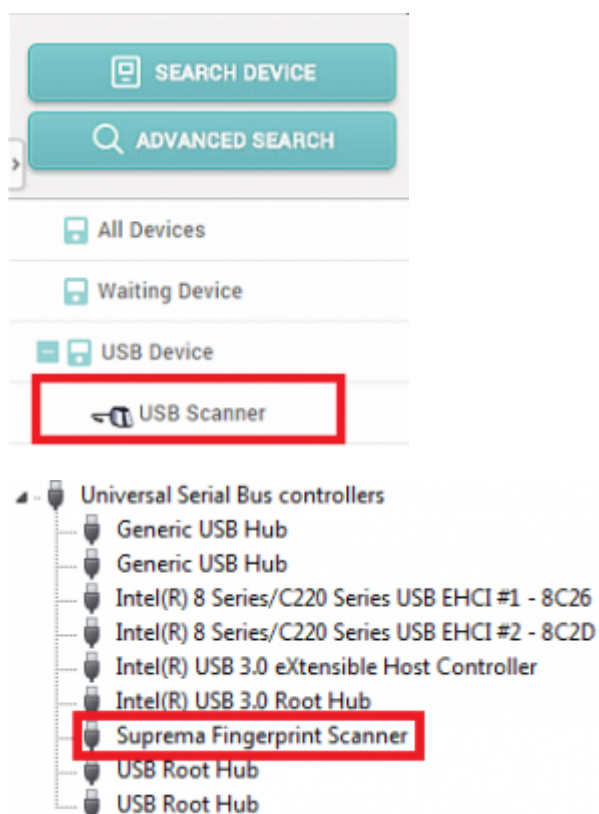
When you cannot enroll a fingerprint with Biomini on BioStar 2

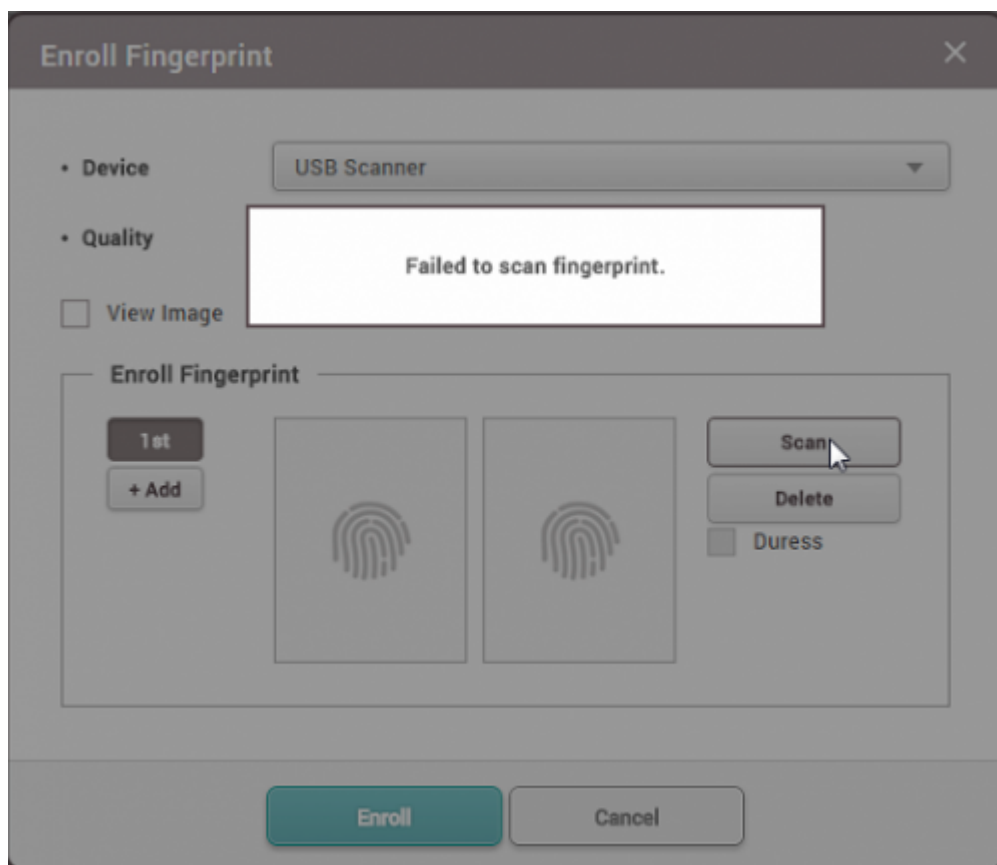
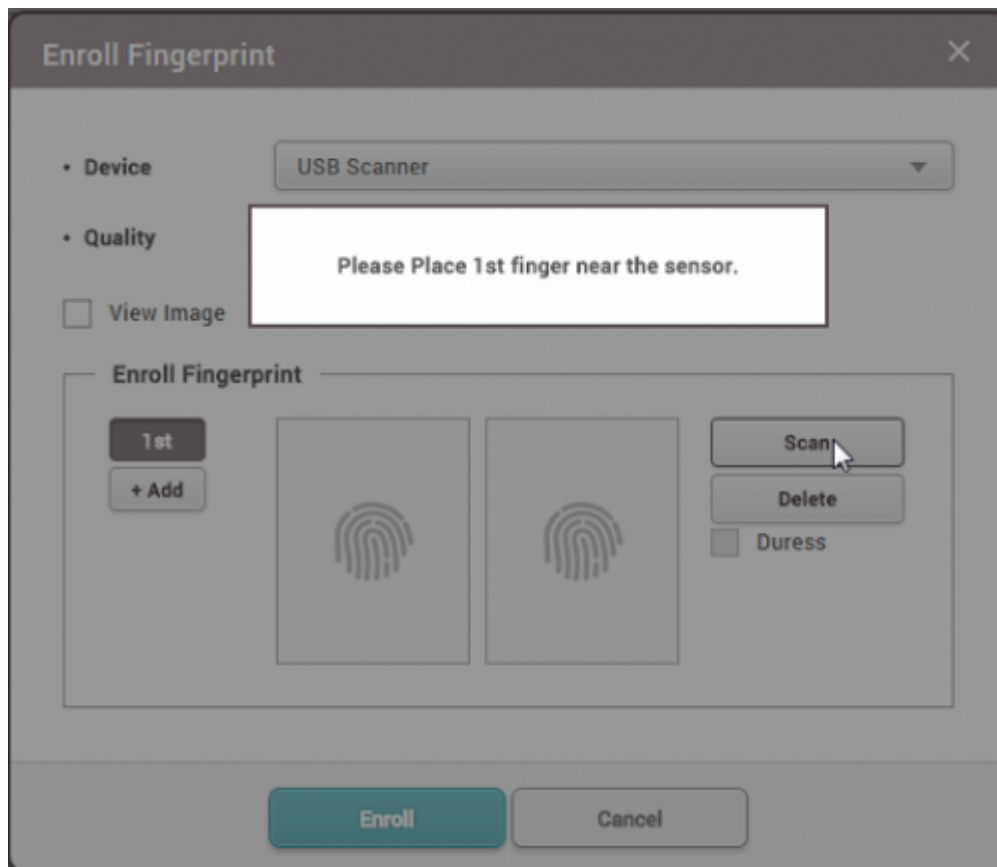
This article is outdated.

For an updated guide refer to the following link [Troubleshooting Biomini Issues](#)

In this document, we would like to introduce how to troubleshoot when you experience problem enrolling a fingerprint using Biomini on BioStar 2 Server.

Before we begin, we assume you have installed [Sup_Fingerprint_Driver](#) and as a result of that the device can be found on BioStar 2 device list as well as Windows Device Manager.





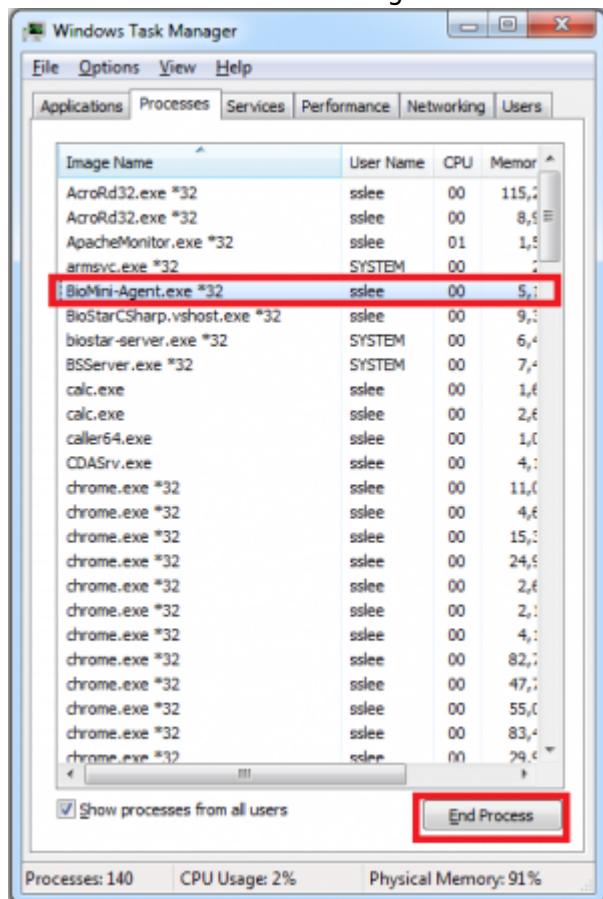
Cause

This issue can occur when the BioMini-Agent.exe*32 process is running with insufficient access

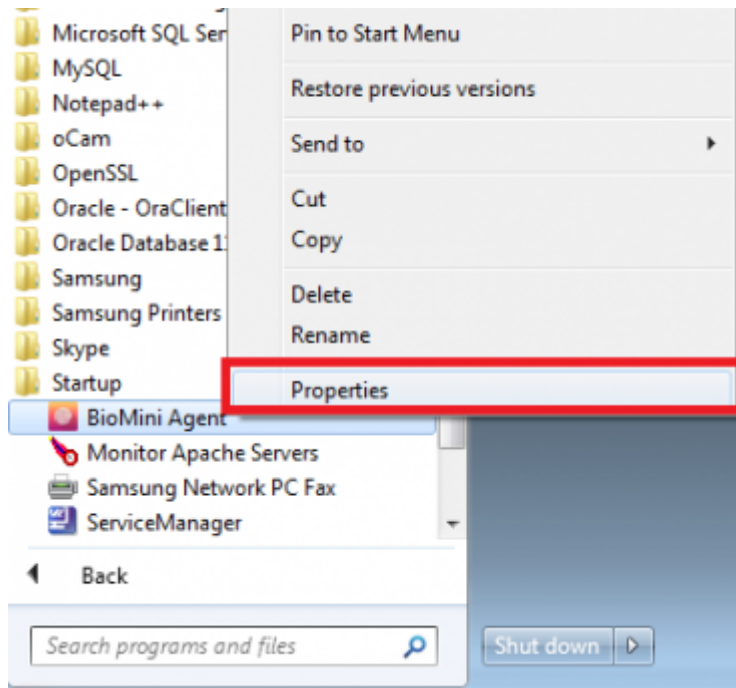
privileges.

Resolution

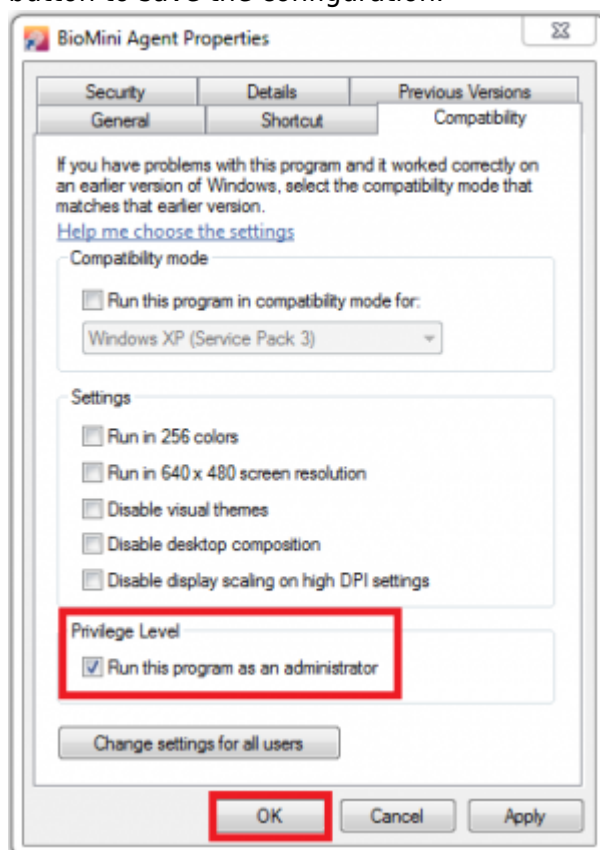
1. Run "Windows Task manager". Please terminate the "BioMini-Agent.exe*32" process.



2. Go to Windows **Start** > **All Programs** > Startup and right-click BioMini Agent then select Properties.



3. On the Compatibility tab, please enable Run this program as an administrator option then click **OK** button to save the configuration.



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