

sl.no	Biometric - FAQ	Status
1	Invalid active code	if a biometric admin office location is different from his registered office location
2	invalide device	a)if device is shifted from one computer to another. Install iris driver
3	device not connected	a)if c:/Fingerprintsensors does not contain recent files
		b)In the BAS32_35.zip--> extract ddl32 (As per your system Bit Compatibility) and Replacing the 8 folders in c:\FingerprintSensors
4	which bas s/w is to be used	a) First know Your Operating System Bit of Computer (or) laptop
		B)BAS32_35.zip or BAS64_40.zip
5	everything ok but not accepting attendance	check network compatibility. It may not work in apswan. Works In bsnl/nicnet
6	997/502 error	Update iris and finger prints in an aadhaar enrollment center
7	what can be updated	Under Nodal Officer Login: name, date of birth, gender, email, phone No, employee type, designation, Under Nodal Officer Login: division/unit, office location, photo. Manage employee --> aadhaar bypassed employees --> find out the employee whose details are to be corrected --> click on edit --> care fully correct the details b)an employee can be activated/rejected --> Manage employee --> aadhaar bypassed employees --> find out the employee whose details are to be corrected --> click on process - select activate to confirm his details or reject if the employee does not belong to your dept

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8	what can not be updated	Aadhaar No.
9	To enter reporting officer details	1)Manage employee --> aadhaar bypassed employees --> find out the employee whose details are to be corrected --> click on edit --> reporting officer details --> enter employee's reporting officer increment value --> enter basic pay --> enter reporting officer attendance id (last 8 digits of aadhaar No.)
10	Tour/leave	1)the employee will click on employee login --> enters attendance id (last 8 digits of aadhaar No.) and code --> generate OTP --> enter OTP and code --> submit --> select update information --> click leaves --> add leave --> enter required details and submit 2)the reporting officer employee will click on employee login --> enters attendance id (last 8 digits of aadhaar No.) --> code --> generate OTP --> enter OTP and code --> submit --> tour/leave --> click on subordinates leave/tour --> select the employee --> click on approve/cancel.
11	To see attendance	login as nodal officer --> click on dash board --> click on registered employees (more info) --> click on details of a sub office of the dept --> click on details - one can see all employees attendance status
12	To enter shift duties	1)in nodal officer login 2)observe the shifts which are already created 3)enter a new shift with add option
13	To enter employee's shift duties	in nodal officer login --> add shift --> select date range and select the shift