

Good to know facts if SiPass with HID mobile credential connection

1. How to find HID “Part number API”

HID SiPass Installation and Configuration Guide: page 16 item 4

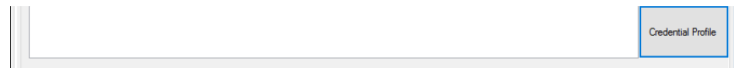
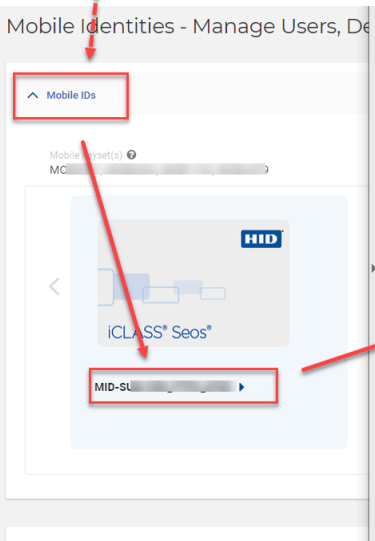
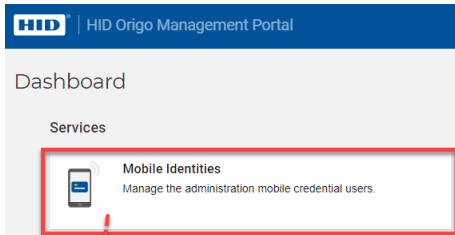


Figure 18: Credential Profile

4. Add a new **Credential Profile** with Name matching the corresponding part number from the HID Origo Management Portal that you intend to issue. When viewing the list of available Mobile IDs in the HID Origo Management Portal, this is referred to as the Part number API. Note: It is important that both values match exactly. If they do not match, then Mobile credential issuance is likely to fail.

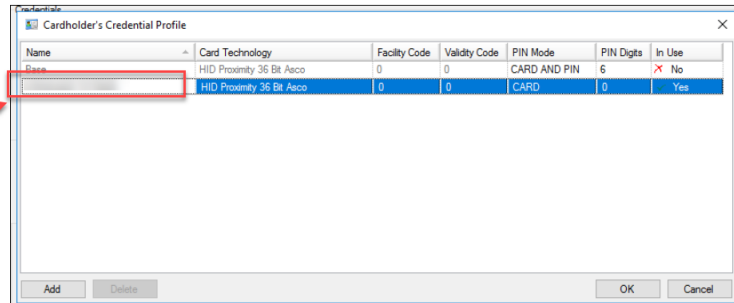


Figure 19: Add new credential profile

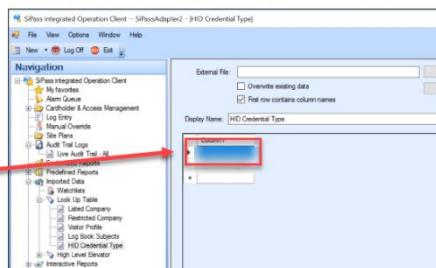
Must be added to the “HID Credential Type” drop down box too.

HID SiPass Installation and Configuration Guide: Page 18 item 4.



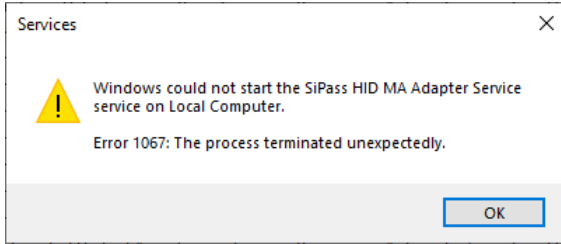
HID SiPass Installation and Configuration Guide | Siemens - Mobile Access Portal Integration

3. Select **HID Credential Type**.
4. Add the Credential Profile names in Column 1 as shown below:

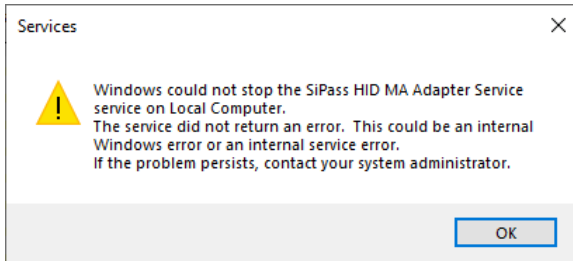


2. Possible reasons if the HID adapter service (SiPassHIDMAAdapterService) not starting

a. No internet connection




Same behavior if the service should be stopped without internet connection



b. Config file issues: HRapiHostUrl wrong

```
20112020 12:26:01.4566 | INFO | 7 | SiPassAdapterService.SiPassAdapter.Info | 248 | ProcessLogout | Operator Logged Out Successfully
20112020 12:26:01.4566 | INFO | 7 | SiPassAdapterService.SiPassAdapter.Info | 249 | ProcessLogout | SiPass HID MA Adapter Service stopped successfully.
20112020 12:26:41.0951 | ERROR | 5 | SiPassAdapterService.SiPassAdapter.Error | 123 | OnStart | SiPass HID MA Adapter Service could not start: reasonAn error occurred while sending the request.
```



3. Other items

a. No AT messages if CH is updated

```
4:16.5358 | DEBUG | 7 | SiPassAdapterService.MobileAccessOperations.Debug | 156 | UpdateEmployee | Update successful
```

20.11.2020	12:24:05	HIDMC	Mobile Credential	HID	Mobile Credential HID logon HR Web Client from Win10Ent170
20.11.2020	12:24:13	9972 Ss23456	SIEMENS	SIEMENS	[122] Cardholder updated: 9972 Ss23456
20.11.2020	12:24:13	9972 Ss23456	SIEMENS	SIEMENS	[123] Last Name: Ss2345 => Ss23456

Record: 210 Of 210

b.