

SIEMENS



Access Control

SiPass integrated MP2.65

Installation

Addendum

MP2.65 SP4

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1 Troubleshooting

The following troubleshooting table may help you to overcome errors during the installation of SiPass integrated or its associated peripheral devices.

Error	Solution
Unable to Open printer dialogue.	Ensure that a printer has been configured in the Print Setup option under the SiPass integrated File Menu system. If this does not rectify the problem and does not allow the local client to be used, simply set the printer as a local printer and then return it to the network printer option.
Reader Name not verified.	When configuring readers in SiPass integrated and assigning the reader with an "Image Verification" mode of operation, the following symbols cannot be used in the name of that reader: /\ : ? * < >
Smart Card reader not recognized during installation. (Error Message displayed)	When installing a smart card reader that is not recognized, an error message will be displayed, stating that the reader cannot be selected, or is not available or not installed. To rectify the situation, uninstall the drivers and re-install them again.
SiPass integrated language different from the Operating system locale	To prevent issues while installing SiPass integrated in a language different from the locale of Operating System of your computer, the following steps must be performed: <ul style="list-style-type: none"> • Browse to the SiPass integrated installation root directory on SiPass integrated Client and Server, and open the Configuration File: <ul style="list-style-type: none"> - SiPass.exe.config (SiPass Client) - AscoSrvr.exe.config (SiPass Server) • Go to the setting <add key="UseInstalledLanguage" value="true"/> • Modify the value for this setting to "false"

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