

Q1: Can you tell me what would happen if the number of entries in FAS exceeded that capable by the FS21M unit?
 A: If you send users to FS21M from FAS. FAS will send them one by one, once it reach the limit of the FS21M, FAS will stop sending and print the message "Error flag 0x5B: Too Many VIP!"

Q2: What is the maximum VIP template of FS21M?
 A: 800

Q3: Is there any way we can prevent an ordinary old user who is in charge of enrolling fingerprints and cards to not have access to these 2 buttons.
 A: Are you asking how to stop someone login as administrator? If yes, you can set the user's status to "suspend", then the users will not act as administrator. If you want to stop administrator delete users. You can do it by enabling the setting called "Disable Delete Users". It is located at FAS: Setting/Security Setting.

Q4: Is there any impact of maxing the 3000, at the end of each day we send all FAS users to all FAC units?
 A: FAS will give the warning when it exceeds the user limit. If you need to continue adding new users, I highly suggest you to set FAC to work in network mode, then it will do authentication by using the database of FAS instead of using its local database.

Q5: Do you log if a deletion occurs,
 A: No, FAS will not log any administrator action.
 NOTE: You can disable Delete All Uses, refer to FAS 5.7.

Q6: The MSSQL Management Studio has the backup/restore function, you can use it to backup/restore database.
 A: The MSSQL Management Studio Express Edition is included in the CD\Setup\Microsoft\SQLServer2005_SSMSEE.msi, or you can download it from Microsoft: <http://www.microsoft.com/en-us/download/details.aspx?id=8961>.

Q7: How do you backup the data
 A: The Export function is used to export the data of Users or Sessions to a file. Import function is used to import the data of Users or Sessions from a file. You can backup the data by export it to a file, so you can kept the data. Once you want to restore the data to FAS, you can import the file to the FAS. The detail steps are listed on the page 35 -39 of the FAS User Guide(http://www.futronic-tech.com/download/FAS_UserGuide_v5.7.pdf).

Q8: **How do I setup a Fin'Lock for Card only Users?**
 A: First Initialize the Fin'Lock. This process stores the Master Card details in the Fin'Lock and it is this master card or a copy that must be used each time a card is enrolled into the Fin'lock.

Warning
 Do not use the original master card for any processes as it is very easy to erase it. Only use a copy of the master card and put the original away for safe keeping. If you have to create a new Master Card, cards created with the old one will not work once the Fin'Lock has been initialized with the new one.

Initialized the Fin'lock (This only needs to be done once.)

1. Hold down [ENT] and then enter ADMIN PIN.
2. [5] To go to Card Admin
3. [3] to go to Init Reader
4. Enter the Master Card PIN
5. Place master card in range and "Done" message should be displayed.
6. [ESC] to exit ADMIN mode

In FAS use Add User and select CoU as the User Type. Security level, Finger

The information about the new User is:

Group ID: 0
 User ID: 1754
 User Name: Peter Pan
 User Type: CoU
 S_Level: 3
 F#1: RF2
 F#1 Samples: 5
 Admin: No

Back Continue

and Finger type are not used and can be ignored. Click on Add User.

Check details and click on Continue or go back.

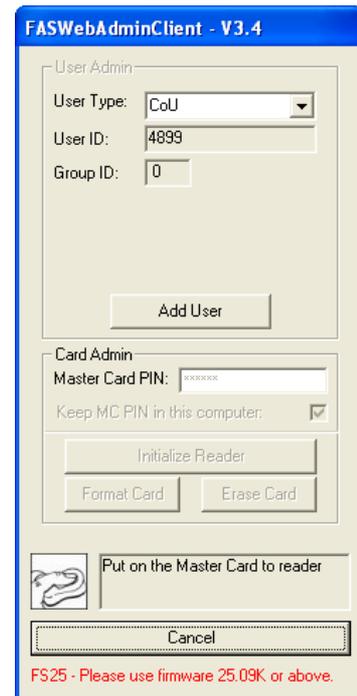
The FAS Web Client for the FS25 interface will appear. You must have plugged in a FS25 with firmware version 26.09K .

The user details will already be input to the client. If your new card has not been formatted or is not empty you will be prompted to format the card or erase the card as is the case. Click on Add User and then follow the prompts in the window above the cancel button. Be careful not to erase the master card as there are no second chances or warning.

After successfully creating the Card only User the user data must be sent to the Fin'lock in the normal way. In Fin'Lock Control /Send User select the Fin'lock to receive the user and click on the ID of the new Card only User.

Using the card

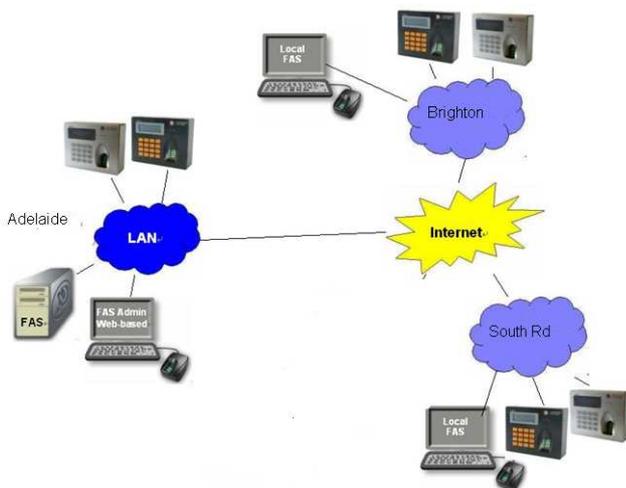
Once the card has been correctly enrolled and the reader has been initialized the card can be used by simply placing the card over the two LEDs on the top right hand portion of the Fin'Lock. Access will be granted with no further action required.



Q9: How do you setup a Remote FAS connection?

Suppose you have a Central FAS in Adelaide and you want to connect to and control two local FAS in Brighton and at South Rd. The structure is like this:

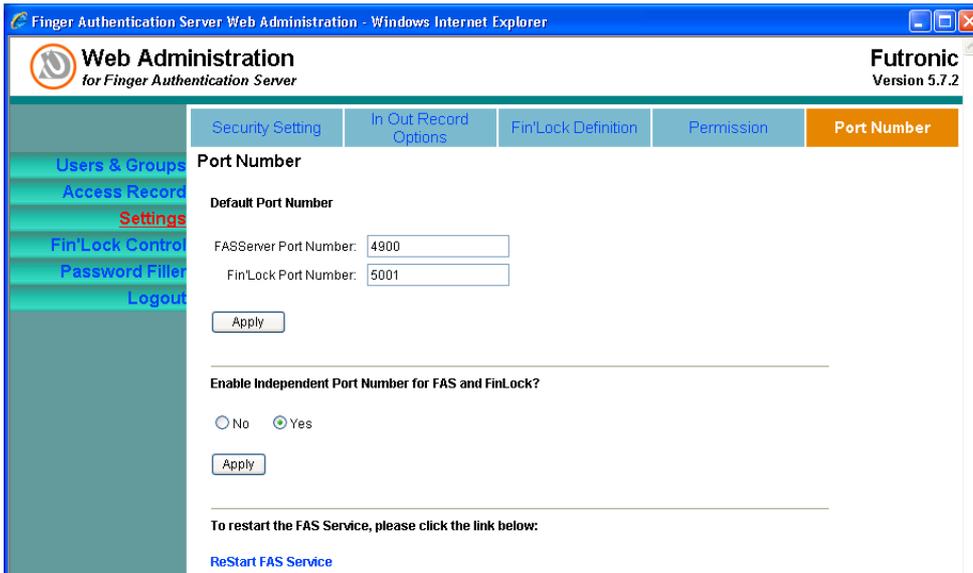
There is a feature called **Remote FAS** which allow you to connect the FAS in Adelaide to the South Rd and Brighton. If the Internet connections between Adelaide FAS and the two remote FAS are setup, the Adelaide FAS can synchronize user data with local Brighton FAS and South Rd FAS. When the Internet connection between Adelaide FAS and local FAS is broken, the access logs will be stored in the local FAS. Once the Internet connection is set up again, the Adelaide FAS will then synchronize and update the user data again from local FAS.



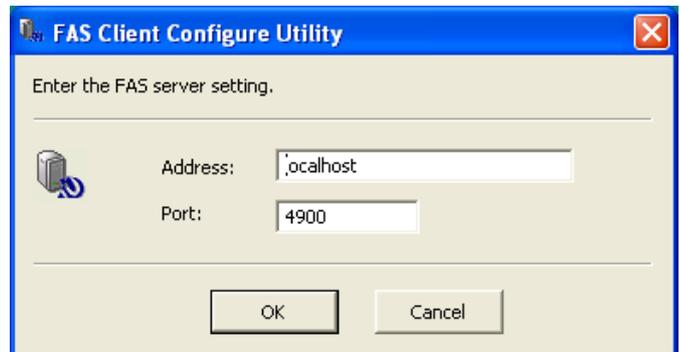
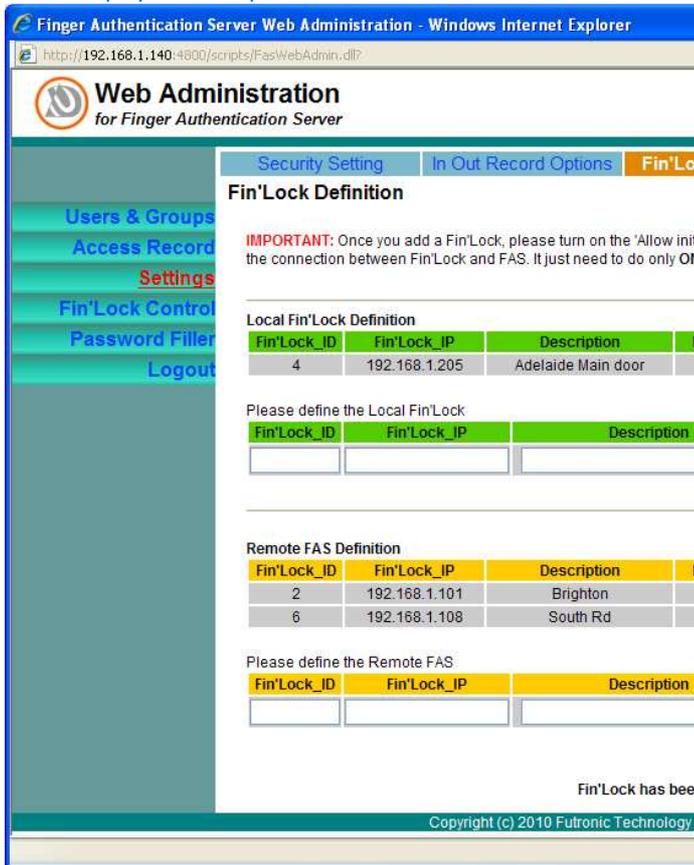
Exampsetup: The PC hosting FAS in Adelaide will have the IP 192.168.1.140 and Fin'Lock reader with an IP of 192.168.1.205. In Brighton the PC hosting FAS will have the IP 192.168.1.101 and it has a Fin'Lock with IP of 192.168.1.201. Lastly the FAS on South Rd has an IP of 192.168.1.108 and it has a Fin'Lock with the IP 192.168.1.242. The Three local networks will need to be connected through routers and firewalls so the ports will need forwarding and exceptions for these ports made in the firewalls on the hosting PCs . The ports to be forwarded by default are :

- FASServer Port Number: 4800
- Fin'lock Port Number: 5001

If required these can be changed from the default in the Settings main menu item as shown below.



If required you can enable independent Port numbers for FAS and Fin'Lock. This will change the Fin'Lock Definition page to display the extra ports as seen in the next screen shot.



The port will need to be changed on the Fin'Lock reader :

1. From the first Admin menu choose :
2. System Admin (3)
3. Network admin (3)
4. Set Local Port (2)

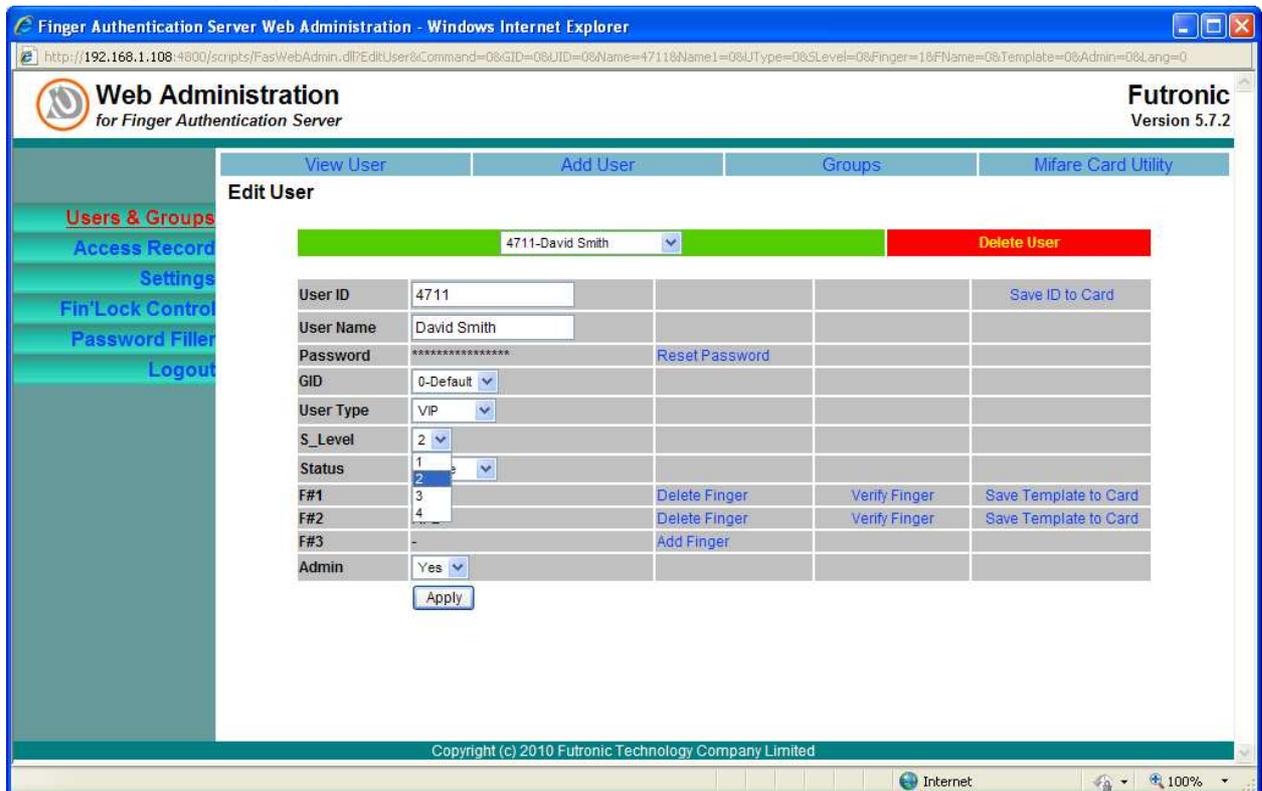
You will also have to change the FAS Port number. This will require the FAS Client Configuration utility accessible from the Futronics program menu.

1. We can now setup the Remote FAS connections. There are a number of simple rules to follow to ensure the connections will work:
2. You must define the Remote FAS connection on the FAS at each end of the connection.
3. Each of these two definitions must have the same ID.
4. The ID at each end of the connection must be unique at the FAS at that end.
5. The IP in each definition is the IP of the FAS host at the other end of the connection.
6. The description at each FAS does not need to be the same. It could be for example the name of the other FAS.
7. Once both ends are defined you must then initialize the Remote FAS connection. Look for the confirmation message at the bottom of the page.

Q10 I GET A MESSAGE BAD ARGUMENT
 Re-initialise the FS unit

Q11 I GET A MESSAGE "Sorry! Update table [User] error: Violation of PRIMARY KEY constraint 'pk_UserUID'. Cannot insert duplicate key in object 'dbo.User'. The statement has been terminated"
 Please restart the FAS service

Q12: How do I change the Security level for a user?

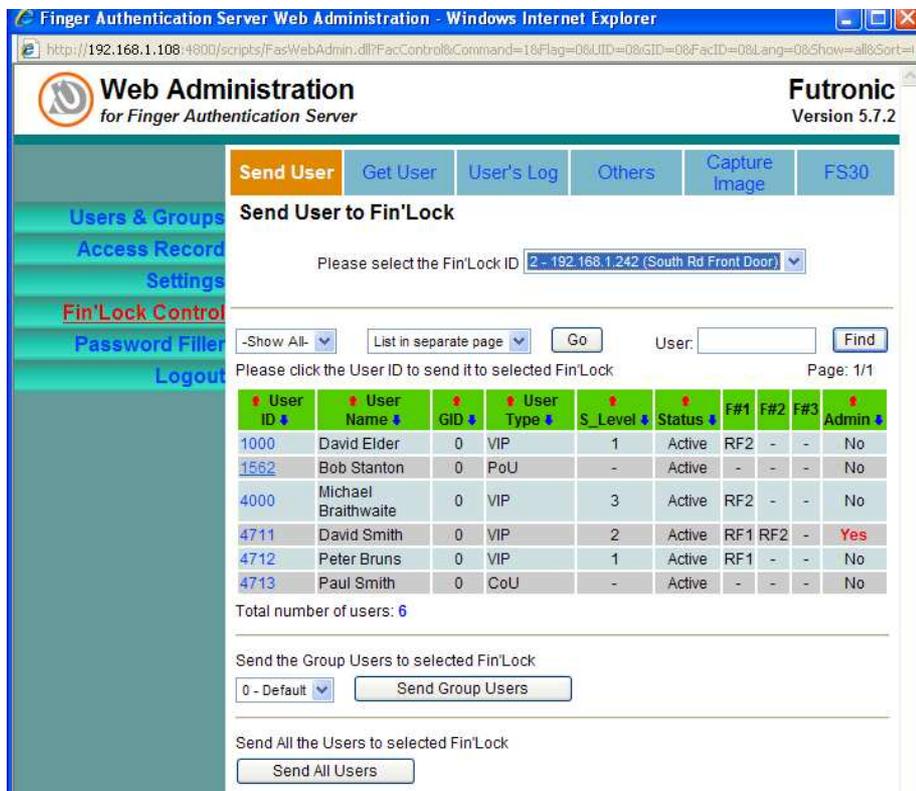
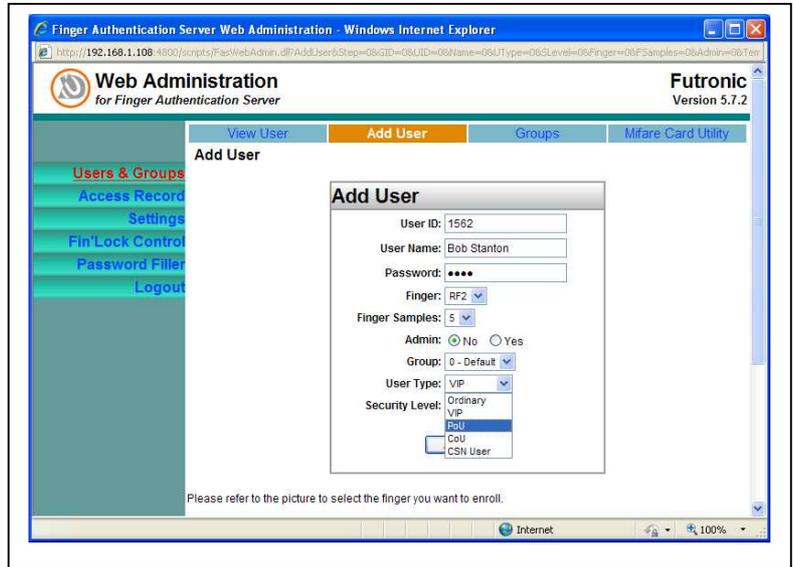


1. First Log into the FAS at the site.
2. Click on Main menu "Users & Groups"
3. Click on View Users
4. Click on the User name.
5. The edit user screen will open and there is a drop down menu on the security Level (S_Level)
6. If there is no drop down box on the security level for the user you probably have to re-enroll the user.
7. Change the level as required.
8. Click on [Apply] at the bottom of the data area.
9. If you want to edit another user click on the drop box in the green block above the data area.
10. Once you have finished editing the user(s)

11. Click on the main menu “Fin’Lock Control”
12. Open the “Send User” window if it’s not open
13. Check the correct Fin’Lock is selected if there is more than one
14. Click on the user ID of the user(s) that were changed to send them to the Fin’Lock

Q13: How do you add a Pin only User?

1. Select Add User From the Users & Groups Menu
2. Enter a User ID and User name as normal
3. Ignore “Finger”
4. Ignore Finger Samples
5. Check Admin is set correctly
6. Set Group
7. Select PoU User Type from the drop down menu.
8. Ignore the Security Level
9. Click on add user.
10. Click “Back if the detail is not correct and correct the error
11. Click “Continue” if the detail is correct. The user is now in the database.
12. Go to Fin’lock Control and select the Fin’lock that you want to add the user to. You also select the Remote FAS in exactly the same way.
13. Now send the user to the selected Fin’Lock or Remote FAS by:
14. Clicking on the user ID
15. Selecting the group and sending all users in the group or sending all users.



Q14: How is the fingerprint captured on the FS82, is it stored?

A: The application call our SDK dlls to capture the fingerprint raw image, and then extract the fingerprint minutiae and create a template, the extraction and template are created in the program memory using the dlls. FS82 just capture the raw image only.

Q15: Is the communication between FS82 and FAS encrypted?

A: The communication between the pc and FS82 is not encrypted. The fingerprint scanner will work as FS80 and it can > work with FinLogon EE. But the smart card portion has nothing to do with > the Finlogon EE. Please be aware of it.

For FinLogon EE, the communications between the clients and server are encrypted, all data transfer is protected by Diffie-Hellman key exchange algorithm. Please visit our website for details: http://www.futronic-tech.com/product_finlogonEE.html.

Q16: Why would I use FS82 over FS25?

A: FS82 with ISO7816 smart card reader is intended for software development.

Q17: Windows XP automatically found drivers for the FS82 smart card interface > - USB CCID Smart card Reader. Is this driver Microsoft minidriver> compatible? Is a Microsoft minidriver for the FS82 smart card available?

A: FS82 used the Omnikey [Smart@Link](#) chipset, the driver is provided by Omnikey (HID). The PCSC driver v1.2.1.2 is digitally signed and can be downloaded from the below link http://www.hidglobal.com:80/driverDownloads.php?techCat=19&prod_id=176. It should not be a minidriver, for any further question, you may contact support@omnikey.com.

Q18: How is the fingerprint captured on the FS82, is it stored?

A: The application call our SDK dlls to capture the fingerprint raw image, and then extract the fingerprint minutiae and create a template, the extraction and template are created in the program memory using the dlls. FS82 just capture the raw image only.

Q19: Can the FAS server be integrated with other authentication systems - for> example Juniper SSL VPN, Radius servers, other network security devices?

A: FAS is another software to work with the FS20/21/22. Do you mean the FinLogon Enterprise Edition Server Software? Our FinLogon EE is integrated into the Windows Server Active Directory. It will not affect the AD security, it is dependent on the AD to support the other authentication server.

Q20: Does the linux SDK support Suse Linux Enterprise Server 10, 11?

A: Yes.

Q21: Do you know if applications to use the FS82 smart card interface to store X.509 certificates are available?

A: The customer is responsible for the development of the smart card application, because there are many kinds of smart cards and we can't support all of them.

Q22: Do you have testimonials from FinLogon Enterprise customers that can be > made available to support our tender application?

A: No.

Q23: Can remote users connecting to the network by VPN or dialup use the FAS > server for authentication?

A: Yes, FinLogon EE Server (NOT FAS), can be connected by VPN or dialup, please refer to the user's guide page 37 for details: http://www.futronic-tech.com/download/FinLogonEE_UG.pdf

Q24: How do I achieve two factor authentication,?

A: Password+fingerprint can be considered as 2 factors authentication. FinLogon EE provides this option. If your customer can accept password+fingerprint as the 2 factors, it will be easier to get with this software.

Q25: Can you confirm that the FS82, FS88, EE FinLogon and FAS work on Windows 7?

A: Yes. the FS82, FS88, FinLogon EE and FAS work on Windows 7.

Q26: Do you have any ISO quality system in place

A: Yes ISO9001

Q27: Can you connect more than one FAS in a network on different sites. Like a Master site and slave sites?

A: FS2* cannot connect to more than one FAS at the same time. Whenever you need to switch the FS2*'s connection from one FAS to another FAS, you need to do the initialization process again. Therefore, FS22 cannot switch to another FAS automatically whenever one FAS is off-line.

Q28: Can the FAS server be integrated with other authentication systems for example Juniper SSL VPN, Radius servers, other network security devices?

A: FAS is another software to work with the FS20/21/22. Do you mean The FinLogon Enterprise Edition Server Software? Our FinLogon EE is integrated into the Windows Server Active Directory. It will not affect the AD security, it is dependent on the AD to support the other authentication server.

Q29: When FinLogon EE is used, how is the exceeding the number of licenses handled? For example a 3000 license system, 3010 users are registered does the FinLogon EE server a) stop working b) work for the first 3000 users c) the system works but "licenses exceeded" warning/error is generated?

A: A system for verifying licenses (FlexNet) could resolve this

Q30: The CE testing is suitable for validating conformance to C-tick but we need a copy of the actual test report showing the emission levels and the CE regulatory level vs the frequency. Is this available?

A: We can provide copies of these (see R&D/Biometrics/Futronics/CE Approvals

Q31: What Windows versions are supported?

A: [Server component](#) - MS Windows 2000/2003/2008 Server Active Directory, 32 bit and 64 bit
[Client component](#) - MS Windows 2000/XP/2003/Vista/2008, 32 bit and 64 bit
MS Windows 7, 32 bit and 64 bit

However, future release may not support Windows 2000 and Windows 2000 server. It is because some new features may not work on Windows 2000 because Microsoft will stop their support to Windows 2000 in July this year. Other than this, we will continue to support all Windows version starting from XP.

Q32: Are there any restrictions on number of processor cores used and the transfer of software to another server?

A: We do not have restrictions on the number of processor cores used and the transfer of the software to another server. The license of FinLogon EE is perpetual. Futronic provides one year warranty to all our products sold including FinLogon EE.

Q33: We require a 5 year lifecycle of the service, is this available. Does Futronics offer a maintenance service/ agreement so that future operating system service packs updates are supported?

A: If customer want to extend the warranty period, we charge 3% of the product to extend for one year. So if your customer want 5 years warranty, they need to pay extra of 12% on top of the product's cost. Keep in mind that this charge is to your company. You may need to charge more due to the local support, traveling, installation and/or product training, etc.

Q34: If a user registers multiple fingers, does this still count as a single user for license purposes?

A: The count of users is according to the windows users. It is not a matter for one user to enroll one finger or 10 fingers for a single account. As far as this user has only one window user account, it will be counted as one user license.

Q35: Is any software loaded onto the users machine? How is the user machine software managed?

A: FinLogon EE has a client software, the client software need to be installed on the client computer. We do not charge how many client software are installed. We only charge how many user account are using fingerprint to logon.