

# Fail to Read Parameters

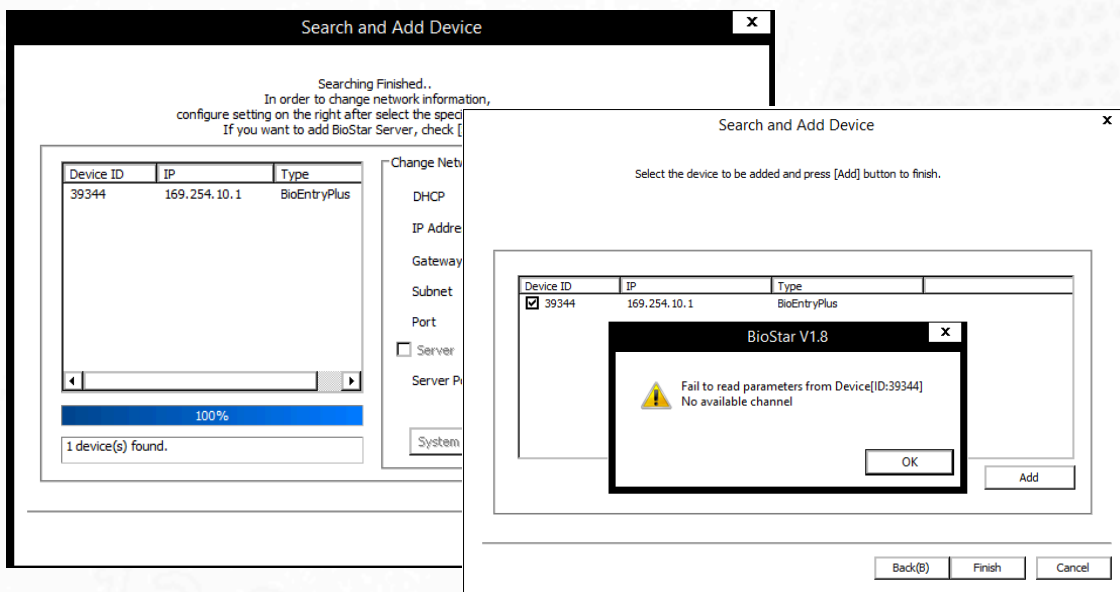
## Possible Causes

1. Device and Bio Server are on different IP ports
2. Firewall Settings [Ports 1480, 1470, 1471]
3. Device is offline
4. Device is in Server Mode

## Different IP Schemes

The Suprema devices are configured for DHCP out of the box by default.

If you connect your device out of box directly to your network card or into a network switch that does not give a dynamic IP address – you may find the device sitting at an invalid IP of 169.254.10.1. This is because the device is seeking a dynamic lease. You will not be able to add the device, resulting in a “Fail to read Parameters”



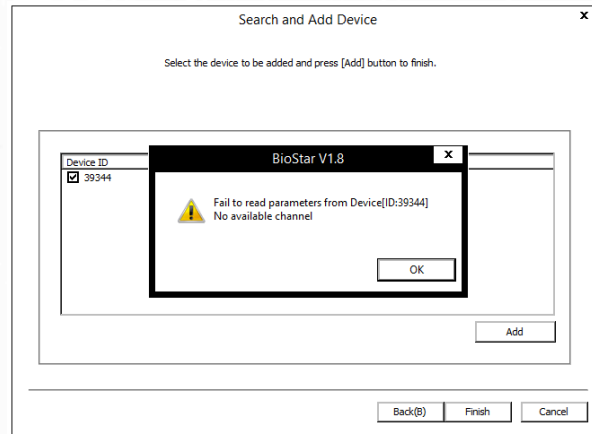
## Solution

To add the device manually set the IP of the reader to reside on the same IP scheme as your machine. In the example below, the computer's IP is statically set to 192.168.0.10.

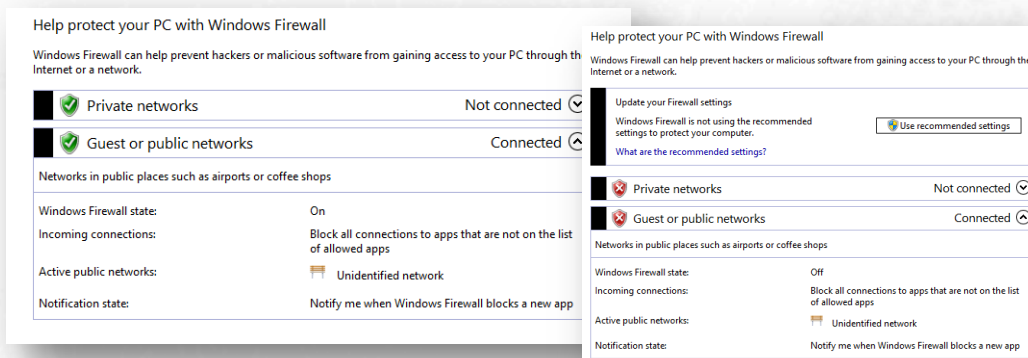
Depending on the device you are using, you may be able to configure the device IP from the built in screen. For some units, you will have to manually set the default IP address.

See your User Guide for more information. The static default address (done manually) for the BioEntry Plus, BioEntry W and Xpass is 192.168.0.1.

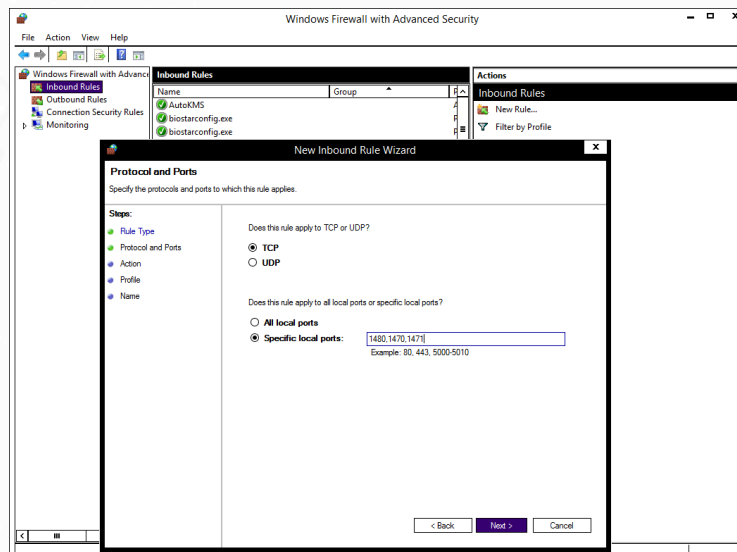
The Suprema devices communicate via ports 1480, 1470, and 1471. Upon adding a device for the first time you may receive the following message.



This could be due to the fact that the firewalls are being blocked via port. The simplest method to troubleshoot this issue would be to turn off all firewall settings. Additionally, you can add inbound and outbound port exceptions.



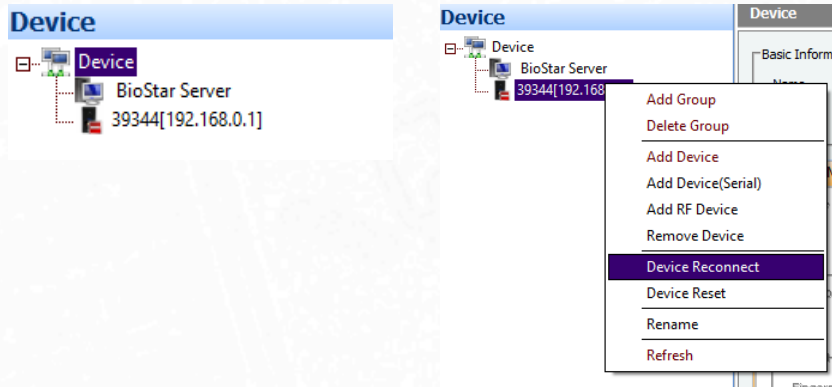
Add a port rule through the “Advanced Settings” of the windows firewall page. Ports 1480,1470, and 1471 should be open to both TCP/UDP **inbound** and **outbound** connections.



Occasionally, you may lose connection with your reader. This could happen for a number of reasons. When devices are disconnected you will see a red offline icon beside the reader. Upon selecting the device the “Fail to Read Parameters from Device” window will appear.

**Fail to read parameters from Device[ID:39344]**

When devices are in Direct Mode you can right click on the device and select *Device Reconnect*.



If the device was in Server Mode and is offline, it is likely that the server IP has changed resulting in the device to appear offline. If the server PC's IP address is not set static, this can happen. To address this you must either change the programmed server IP of the reader or adjust the server PC's IP to reflect the programmed server IP. Remember that devices in Server Mode add themselves in the software automatically.

## Adjusting the Server IP from the Device

1. Remove the device
2. Search for the device via a UDP search
3. Adjust the server IP to match your Server IP (Check BioStar Server Config)
4. Click Modify
5. Wait for device to re-add itself

