

TROUBLESHOOTING WITH MORPHO MANAGER

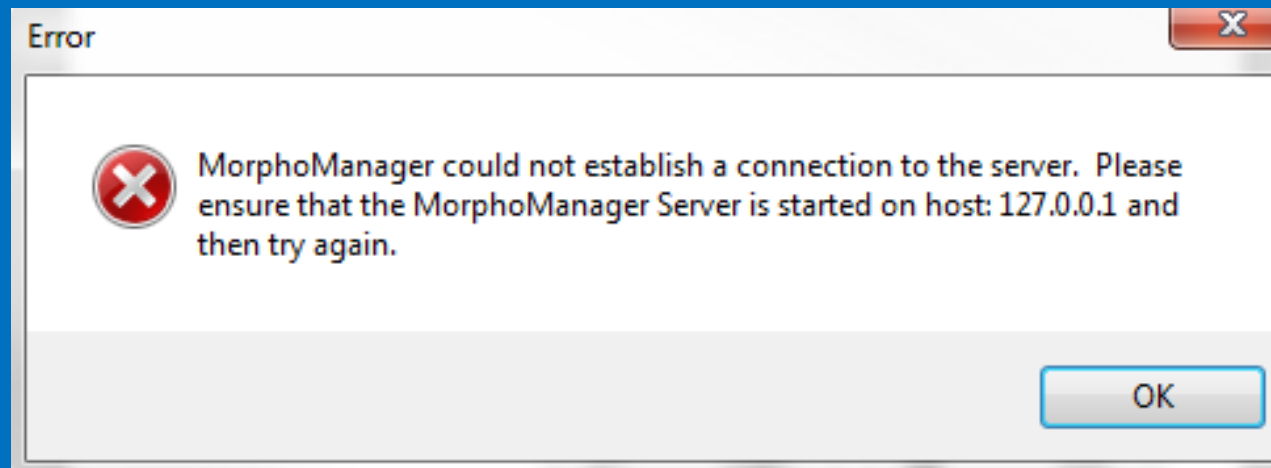


TABLE OF CONTENTS

- Unable to start MM
- MM client is pointed to the wrong MM server
- Error when trying to enroll
- Different version of Client and Server error
- Database file is larger then configured maximum
- Obtaining Window Logs

PROBLEM

UNABLE TO START MM

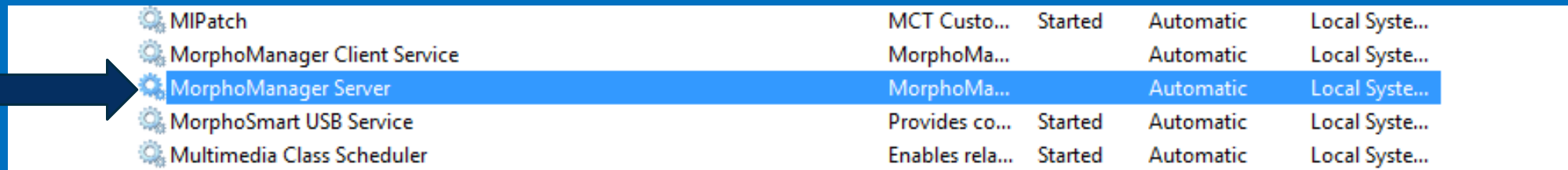


SOLUTION

Your MorphoManager server services has stop.

Option one:

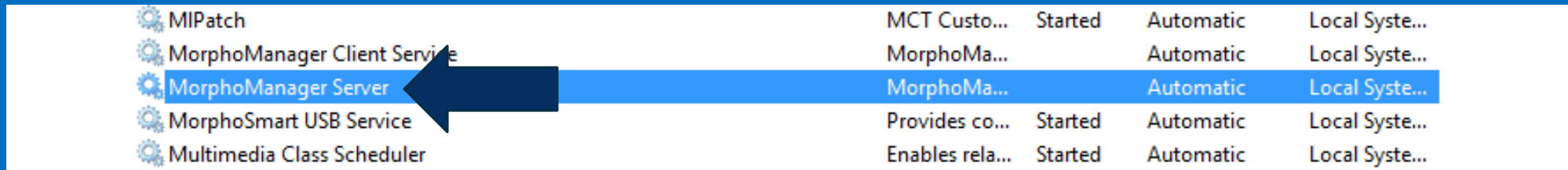
Go to services of your PC and find MorphoManager Server



MIPatch	MCT Custo...	Started	Automatic	Local Syste...
MorphoManager Client Service	MorphoMa...		Automatic	Local Syste...
MorphoManager Server	MorphoMa...		Automatic	Local Syste...
MorphoSmart USB Service	Provides co...	Started	Automatic	Local Syste...
Multimedia Class Scheduler	Enables rela...	Started	Automatic	Local Syste...

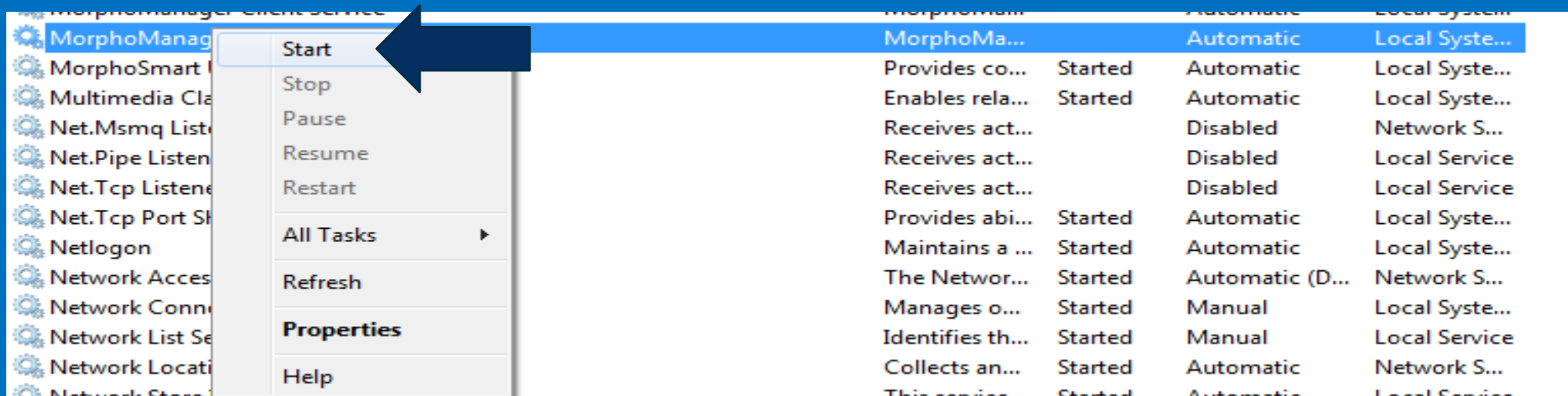
SOLUTION

Right click and Start that service



A screenshot of the Windows Services console. The 'MorphoManager Server' service is highlighted in blue. A black arrow points to the right-click icon on the left side of the service name. The background is a solid blue color.

MIPatch	MCT Custo...	Started	Automatic	Local Syste...
MorphoManager Client Service	MorphoMa...		Automatic	Local Syste...
MorphoManager Server	MorphoMa...		Automatic	Local Syste...
MorphoSmart USB Service	Provides co...	Started	Automatic	Local Syste...
Multimedia Class Scheduler	Enables rela...	Started	Automatic	Local Syste...



A screenshot of the Windows Services console with the context menu open for the 'MorphoManager Server' service. The 'Start' option is highlighted in blue, and a black arrow points to it. The background is a solid blue color.

MorphoManager Client Service	MorphoMan...		Automatic	Local System...
MorphoManager Server	MorphoMa...		Automatic	Local Syste...
MorphoSmart I...	Provides co...	Started	Automatic	Local Syste...
Multimedia Cla...	Enables rela...	Started	Automatic	Local Syste...
Net.Msmq Listen...	Receives act...		Disabled	Network S...
Net.Pipe Listen...	Receives act...		Disabled	Local Service
Net.Tcp Listen...	Receives act...		Disabled	Local Service
Net.Tcp Port Sh...	Provides abi...	Started	Automatic	Local Syste...
Netlogon	Maintains a ...	Started	Automatic	Local Syste...
Network Acces...	The Networ...	Started	Automatic (D...	Network S...
Network Conne...	Manages o...	Started	Manual	Local Syste...
Network List Se...	Identifies th...	Started	Manual	Local Service
Network Locati...	Collects an...	Started	Automatic	Network S...
Network Store...	This serv...	Started	Automatic	Local Service

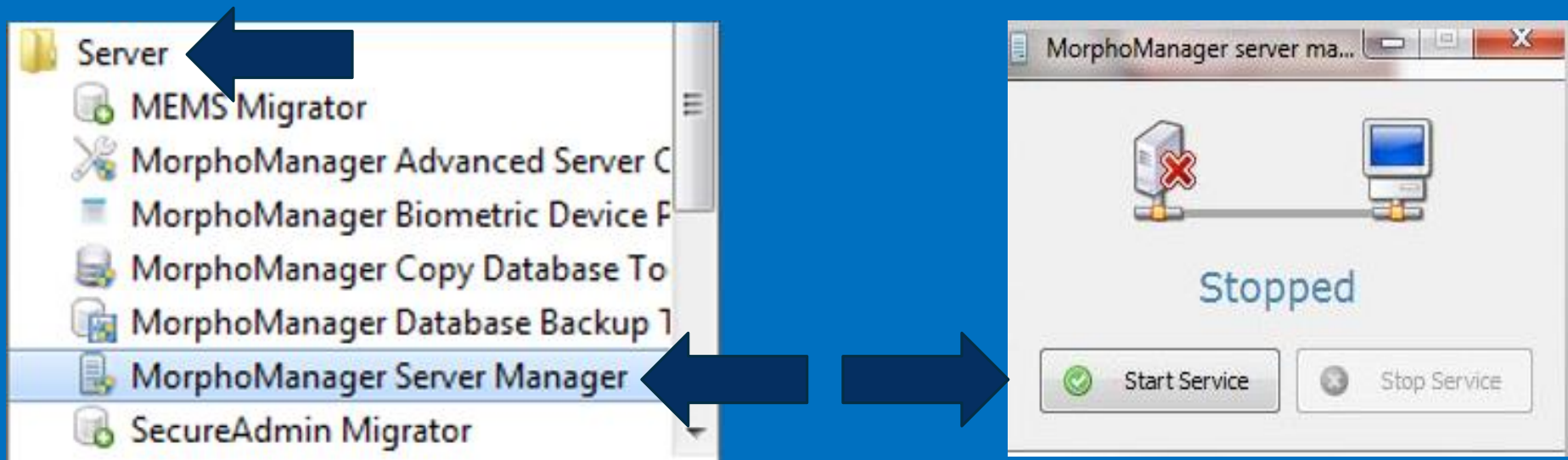
SOLUTION

Option two:

Navigate to: Start>All Programs>Morpho
Manager>Server>MorphoManager Server
Manager

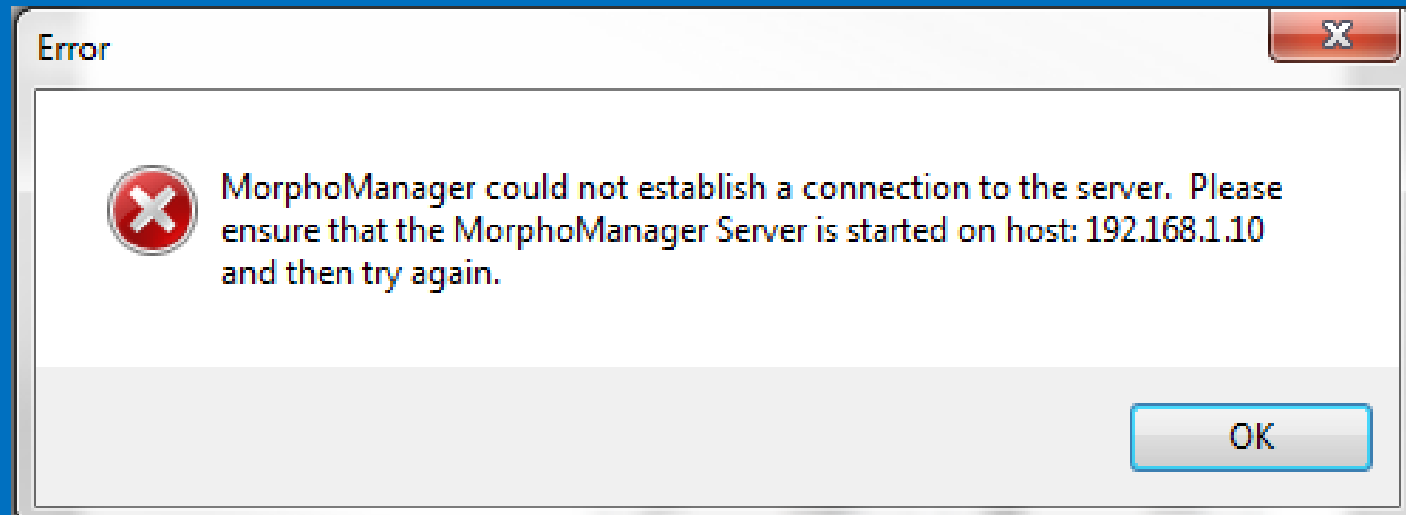
SOLUTION

Option two: Start the services with the MM built in application



PROBLEM

MM CLIENT IS POINTED TO THE WRONG MM SERVER



SOLUTION

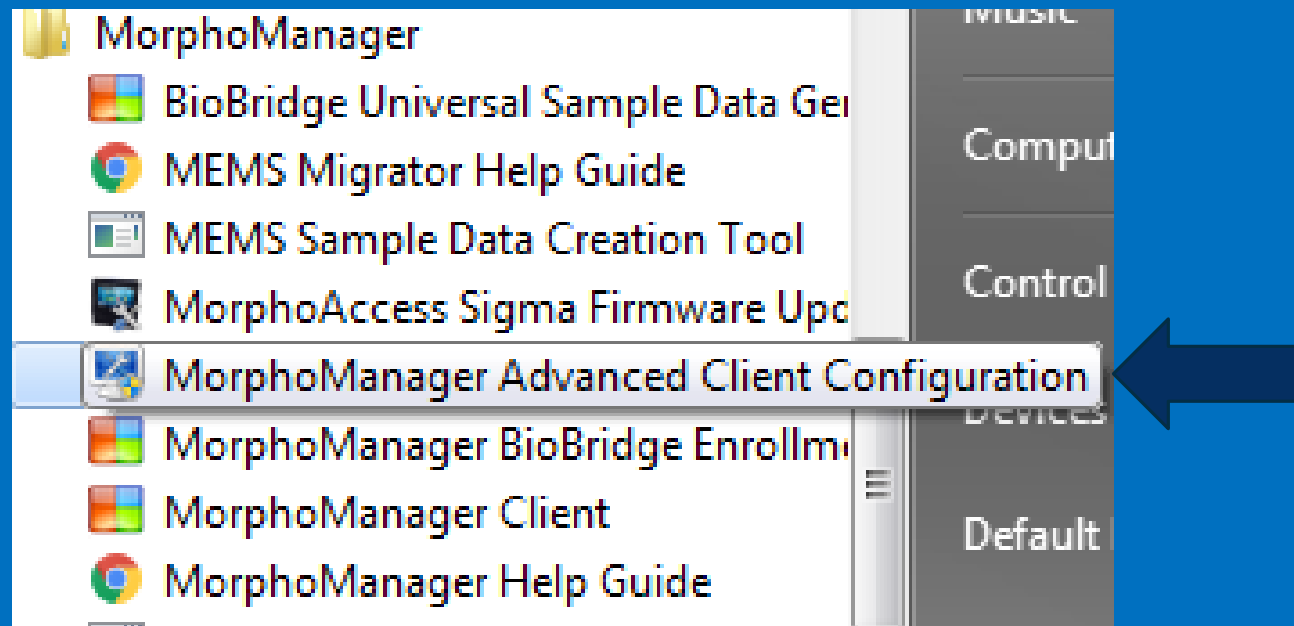
Client is pointing to the wrong Server machine

This is very similar for MM service not to be started but in this case your client is not addressed correctly.

SOLUTION

Navigate to: Start>All Programs>Morpho
Manager>MorphoManager Advanced Client
Configuration

SOLUTION



Go to MorphoManager Advanced Client Configuration

SOLUTION

MorphoManager advanced client configuration [14.1.0.162]

Server connection

Server connection type: Manually specified

Hostname: 192.168.1.20

Port: 42100

Certificate binding: Automatic

Certificate thumbprint:

Server certificate validation: None

Match certificate issuers:

Certificate issuer thumbprint:

Automatic login

Enable automatic login

Username: administrator

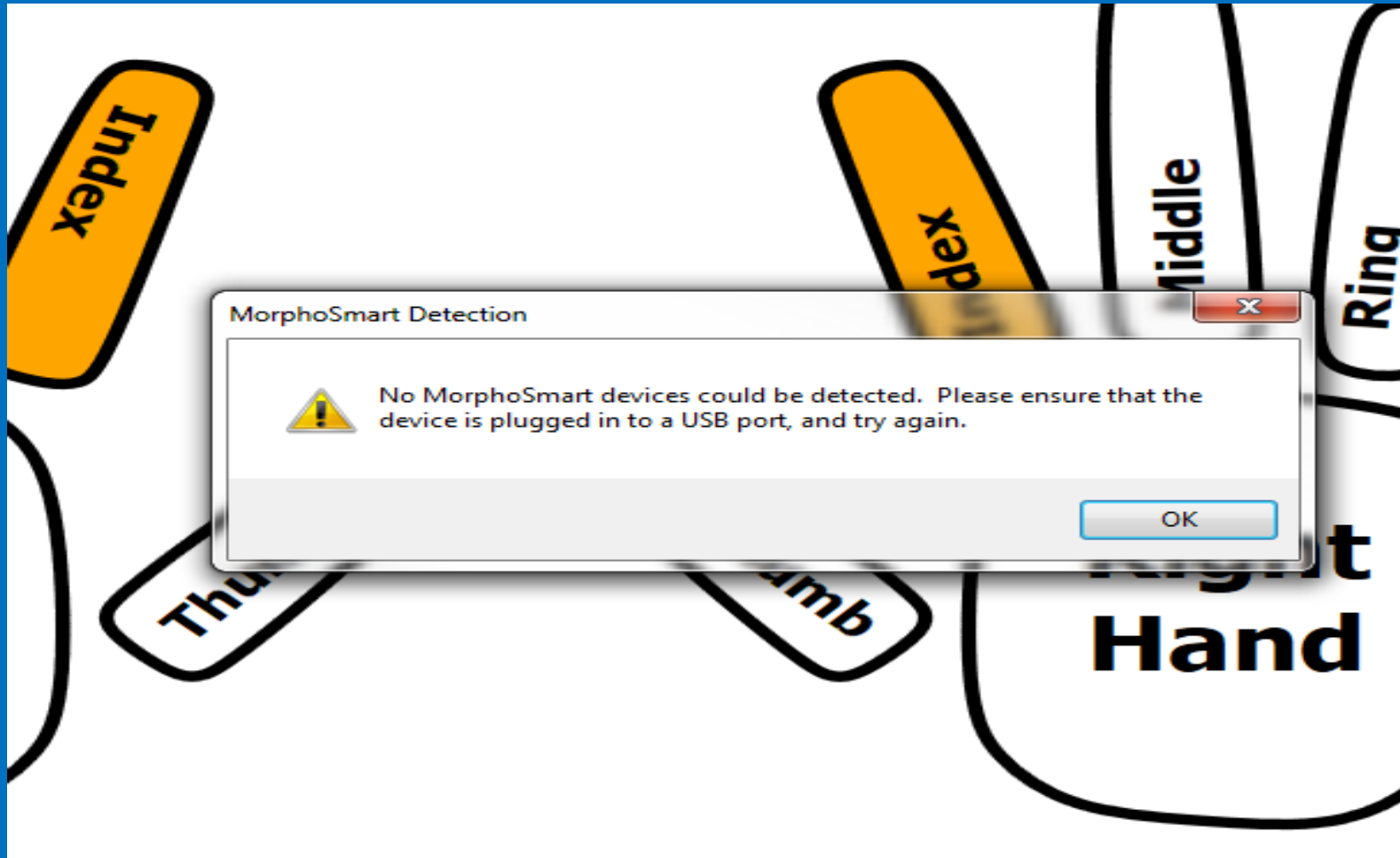
Password: ●●●●●●

Apply changes Revert changes Close

Manually specified the server connection type and manually put in the IP address of the Server. Make sure you hit Apply Changes

PROBLEM

ERROR WHEN TRYING TO ENROLL



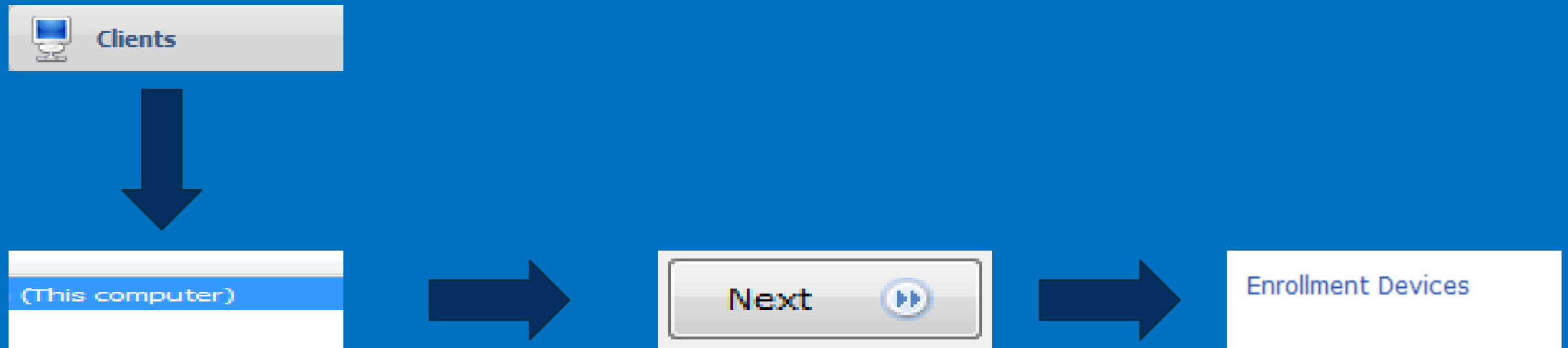
SOLUTION

You MSO is not plug in

You didn't tell MM to use the MSO as a enrollment device

SOLUTION

Go to >Administration>Clients>Edit (This computer)>Click Next until times till you get to Enrollment Devices



SOLUTION

Enrollment Devices

3D Face Enrollment

Morpho 3D Face enrollment:

Morpho 3D Face enrollment biometric device:

Contact Enrollment

Morpho Finger biometric enrollment:

Morpho Finger enrollment MorphoAccess:

Contactless Enrollment

Morpho Contactless Finger biometric enrollment:

Morpho Contactless Finger enrollment MorphoAccess:

Smartcard Encoding

Morpho Smartcard encoding:

Morpho Smartcard encoding PC/SC device:

Morpho Smartcard encoding MorphoAccess:

Keys

Key Policy:



You have no device selected for enrollment

SOLUTION

Enrollment Devices

3D Face Enrollment

Morpho 3D Face enrollment:

Morpho 3D Face enrollment biometric device:

Contact Enrollment

Morpho Finger biometric enrollment:

Morpho Finger enrollment MorphoAccess:

Contactless Enrollment

Morpho Contactless Finger biometric enrollment:

Morpho Contactless Finger enrollment MorphoAccess:

Smartcard Encoding

Morpho Smartcard encoding:

Morpho Smartcard encoding PC/SC device:

Morpho Smartcard encoding MorphoAccess:

Keys

Key Policy:



Change to Any
MorphoSmart
if your using a
MSO

SOLUTION

IF NOT USING A MSO USE ONE OF THE SIGMA READER

Enrollment Devices

3D Face Enrollment

Morpho 3D Face enrollment:

Morpho 3D Face enrollment biometric device:

Contact Enrollment

Morpho Finger biometric enrollment: ←

Morpho Finger enrollment MorphoAccess: ←

Contactless Enrollment

Morpho Contactless Finger biometric enrollment:

Morpho Contactless Finger enrollment MorphoAccess:

Smartcard Encoding

Morpho Smartcard encoding:

Morpho Smartcard encoding PC/SC device:

Morpho Smartcard encoding MorphoAccess:

Keys

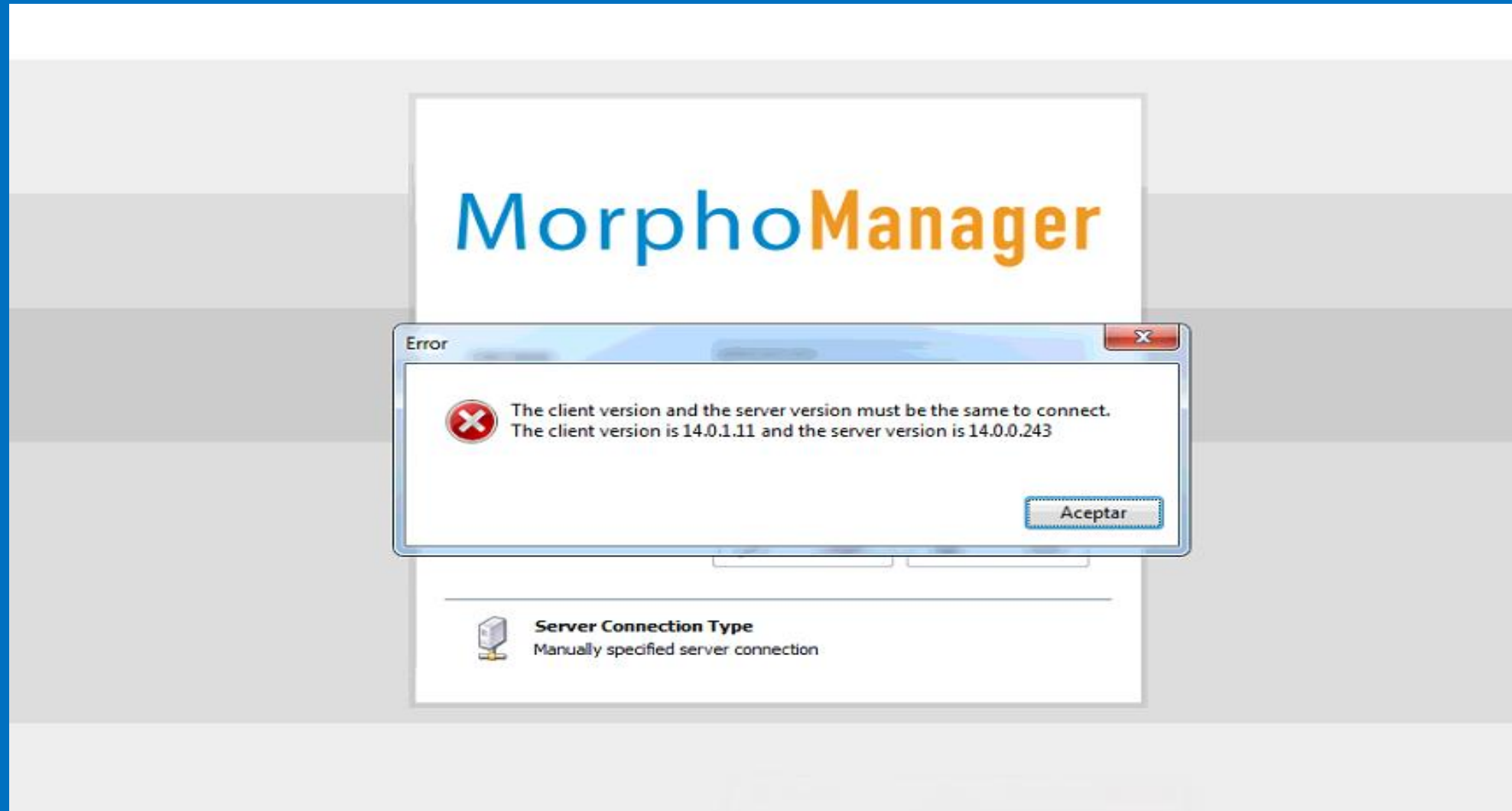
Key Policy:

Change Morpho
Finger
Biometric
enrollment to
Selected Morpho
Access

Search for your
device that you
want to use to
capture fingerprints

PROBLEM

DIFFERENT VERSION OF CLIENT AND SERVER ERROR



SOLUTION

Client version must match Server version

Download the correct version to match

Go to <http://www.morphomanager.com/Main/>

If the version is not available Place a ticket by Email:

support.bioterminals.us@idemia.com

PROBLEM

DATABASE FILE IS LARGER THEN CONFIGURED MAXIMUM

System Error

An internal system error has occurred. Details of the error are below.

We are very sorry for the inconvenience.

If you were in the middle of something, it is very likely the information will be lost. Please report this error to the Safran Morpho help desk.

Error: The database file is larger than the configured maximum database size. This s...

This error has been logged to the Windows application event log

View error details

Ignore and Continue

Close the application



SOLUTION

Connection string by default will be : Data
Source=C:\ProgramData\Morpho\MorphoManager\morpho
manager.sdf;Max Database Size=1024;

SOLUTION

NAVIGATE TO: START>ALL PROGRAMS>MORPHO
MANAGER>SERVER>MORPHOMANAGER ADVANCED
SERVER CONFIGURATION

SOLUTION

MorphoManager advanced server configuration

Network configuration

Remoting channel type: TCP

Remoting port: 42100

Remoting hostname: (leave blank to enable autodetect)

Remoting bindto: 0.0.0.0 (leave blank to enable autodetect)

Broadcast listening port: 43100

Database configuration

Database provider type: SQL Server Compact Edition 4.0

Maximum DB ready delay: 90000 (ms)

ADO.NET connection string: Data Source=C:\ProgramData\Morpho\MorphoManager\MorphoManager.sdf;Max Database Size

Test configuration

Database utilities

Create database schema Drop database schema

Apply changes Revert changes Close

You can only have up to 1 GB of space for the Compact Edition of the database which comes with MM

SOLUTION

A temporary solution is to change the size of the Database

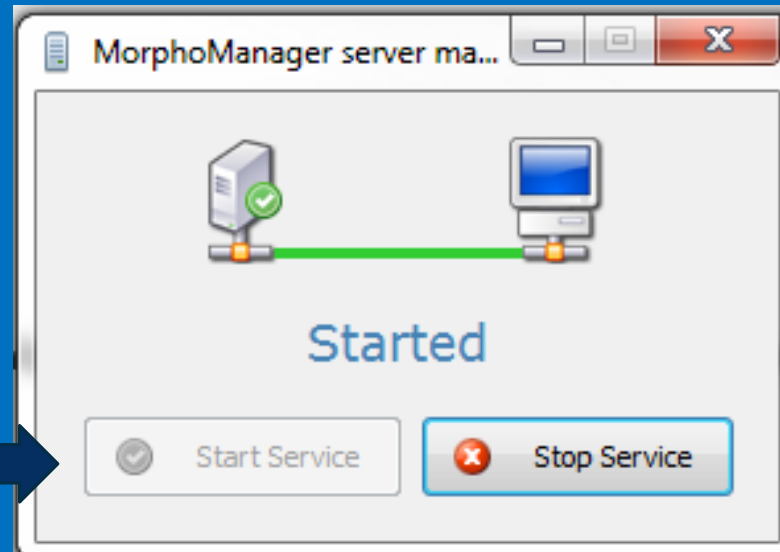
***This only a band aid solution and recommend to move to a Express Edition ***

SOLUTION

The screenshot shows the 'MorphoManager advanced server configuration' window. It is divided into three main sections: Network configuration, Database configuration, and Database utilities. In the Network configuration section, 'Remoting channel type' is set to 'TCP', 'Remoting port' is '42100', 'Remoting hostname' is blank, 'Remoting bindto' is '0.0.0.0', and 'Broadcast listening port' is '43100'. In the Database configuration section, 'Database provider type' is 'SQL Server Compact Edition 4.0', 'Maximum DB ready delay' is '90000 (ms)', and the 'ADO.NET connection string' is 'Data Source=C:\ProgramData\Morpho\MorphoManager\MorphoManager.sdf;Max Database Size'. A large blue arrow points down from the 'Max Database Size' text in the connection string to the text on the right. At the bottom of the window are buttons for 'Create database schema', 'Drop database schema', 'Apply changes', 'Revert changes', and 'Close'. A 'Test configuration' button is also present in the Database configuration section.

At the end of this string(not shown here) change the size from 1024 to 2048 and hit apply changes

SOLUTION

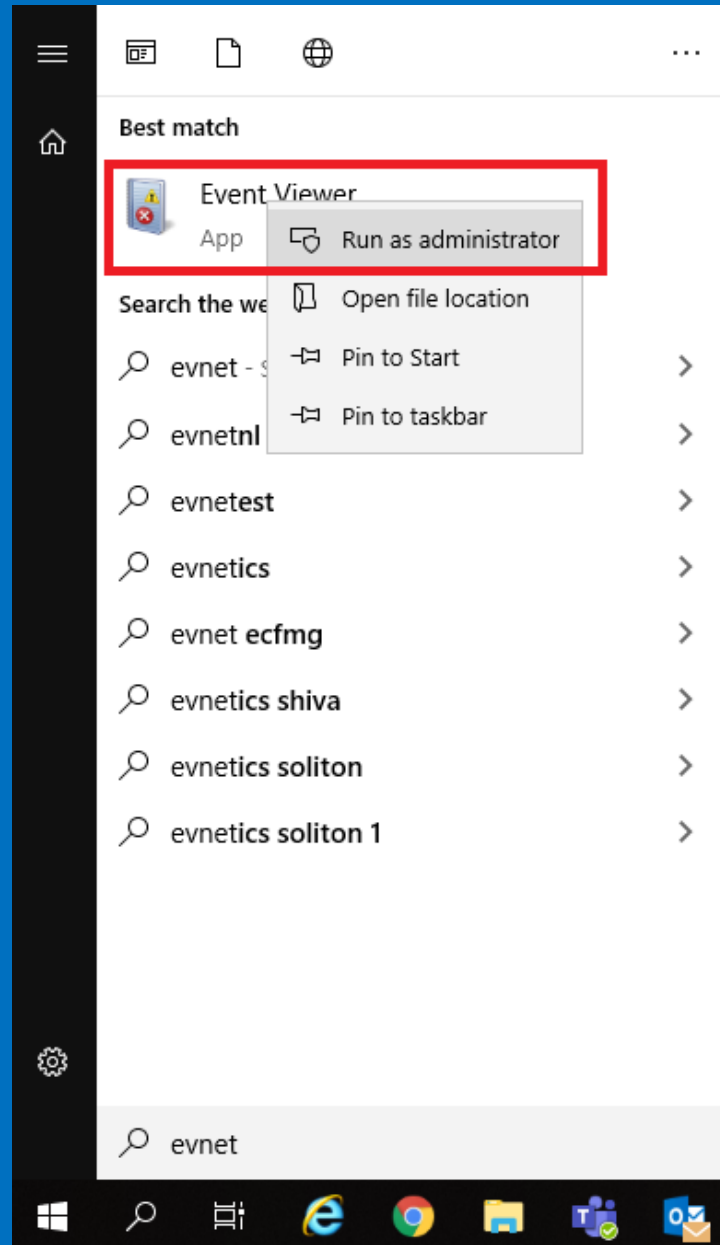


Start the Services

Navigate to: Start>All Programs>Morpho
Manager>Server>MorphoManager Server
Manager

Obtaining Window Logs

► Open Windows Event Viewer (Run as Administrator)



- ▶ Open Windows Logs and then Application
- ▶ Search for Error log (Tech support will ask for a specific error, below is example for Morpho Manager error)
- ▶ Provide screenshot from General Tab

Event Viewer (Local)

- Custom Views
- Windows Logs**
- Application
- Security
- Setup
- System
- Forwarded Events
- Application Services Log
- Saved Logs
- Subscriptions

Application Number of events: 60,698

Filtered: Log: Application; Levels: Critical, Error, Warning, Information, Verbose; Source: . Number of events: 60,698

Level	Date and Time	Source	Event ID	Task C...
Error	8/3/2020 10:42:38 AM	MORPHOMANAGERSERVER	0	None
Information	8/3/2020 10:39:59 AM	MORPHOMANAGERSERVER	0	None
Information	8/3/2020 10:38:48 AM	MORPHOMANAGERSERVER	0	None
Information	8/3/2020 10:30:12 AM	MORPHOMANAGERSERVER	0	None
Information	8/3/2020 10:29:08 AM	ESENT	916	General
Information	8/3/2020 10:27:38 AM	ESENT	916	General
Information	8/3/2020 10:25:07 AM	SecureAdminService	0	None
Information	8/3/2020 10:24:44 AM	ESENT	916	General
Information	8/3/2020 10:24:15 AM	ESENT	916	General

Event 0, MORPHOMANAGERSERVER

General Details

```
Service cannot be started. System.Data.SqlClient.SqlCeException (0x80004005): The database file cannot be found. Check the path to the database. [ Data Source = C:\ProgramData\Morpho\MorphoManager\testt.sdf ]
at System.Data.SqlClient.SqlCeConnection.Open(Boolean silent)
at System.Data.SqlClient.SqlCeConnection.Open()
at P6.Database.Connection.Normalization.NormalizeSQLCompactDatabaseConnection(String connectionString)
at P6.Database.Connection.Normalization.CreateConnectionAndOpen(ConnectionFamily dbConnectionFamily, String connectionString)
at P6.Database.Connection..ctor(ConnectionFamily connectionFamily, String connectionString)
at BI.ESP4.UniversalProvider.Initialize(ProviderType providerType, String connectionString)
at BI.ESP4.UniversalProvider..ctor()
at BI.ESP4.Server.ValidateDatabase()
at BI.ESP4.Server.OnStart(String[] args)
at System.ServiceProcess.ServiceBase.ServiceQueuedMainCallback(Object state)
```

WEBSITE

Please visit our website,
service.morphotrak.com for
software, firmware, videos and
PDF'S