

Suprema Paxton Integration 2.0

ADMINISTRATOR GUIDE

version 2.3.3

English
EN 102.00.SIWP

Introduction

Target Audience

This document describes the integration between Suprema biometric devices and Paxton Net2 Access Control system using the Suprema Paxton Integration 2.0.

This document is intended for OEM Clients. The OEM Clients require basic knowledge of the Paxton Net2 and Suprema biometric devices.

Features

Suprema Paxton Integration 2.0 is a middleware that allows the Paxton Net2 Access Control System to communicate with BioStar 2, facilitating the connection to devices, which can then register a variety of credentials to users from Net2. With Suprema Paxton Integration 2.0, you can easily setup and build the Biometric Management System for the Net2 using Suprema biometric devices.

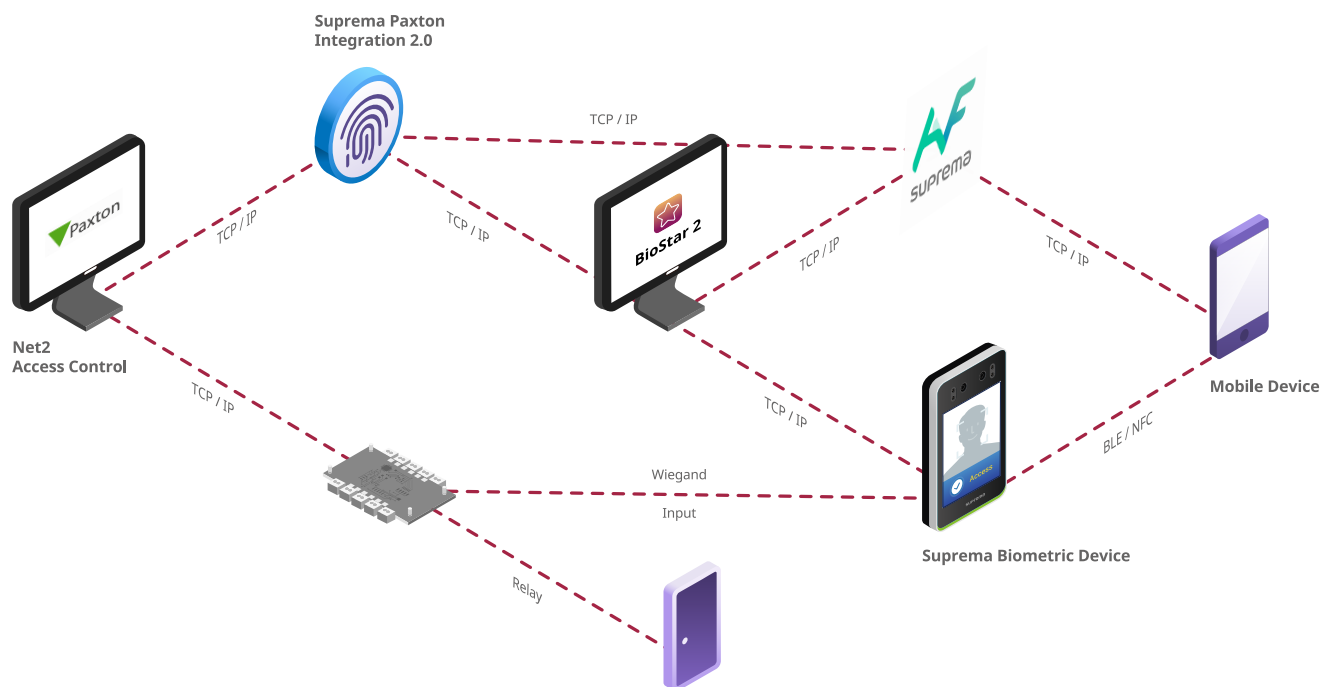
Suprema Paxton Integration 2.0 provides the following features.

- **Enable biometrics:** Not only the RFID cards and PINs but also fingerprints and face as credentials.
- **Easy user management:** No need to register or manage users separately because user data on Net2 Access Control system is synchronized in real time.
- **Easy enrollment and management:** Allows to register the user's credentials directly from the device.
- **Enterprise-level configuration:** Allows to connect and manage up to 1,000 Biometric Devices.
- **Enable sync with Airfob:** Allows usage of the Suprema Mobile Credential, with automatic registration.

INFO

For more details on the functionality of Paxton Net2 access control system, see the user manuals for Net2.

System diagram



Installation

System environment

Suprema Paxton Integration 2.0 operates normally in the same system environment as Paxton Net2. You can find the minimum system requirements for Paxton Net2 at [the following link](#) and the latest download at [the following link](#).

Check the support conditions before installing the Suprema Paxton Integration 2.0.

Compatible systems and devices

- Microsoft Windows 10 or later
- Paxton Net2 Access Control V6.9 or later
- BioStar 2.9.0 or Later
- Suprema Biometric Device:
 - BioStation 3 ¹⁾
 - BioEntry W3
 - X-Station 2 ¹⁾
 - FaceStation F2 FW v1.1.1 or later
 - FaceStation 2
 - FaceLite
 - BioStation 2
 - BioStation A2
 - BioStation 2a
 - BioStation L2
 - BioLite N2
 - BioEntry W2
 - BioEntry P2
 - XPass 2
 - XPass D2

USB Fingerprint Scanner

- BioMini Slim 2
- BioMini Plus 2

 INFO

1) Set to QR as CSN for QR

Installing BioStar 2

Download

BioStar 2 can be downloaded from [the following link](#).

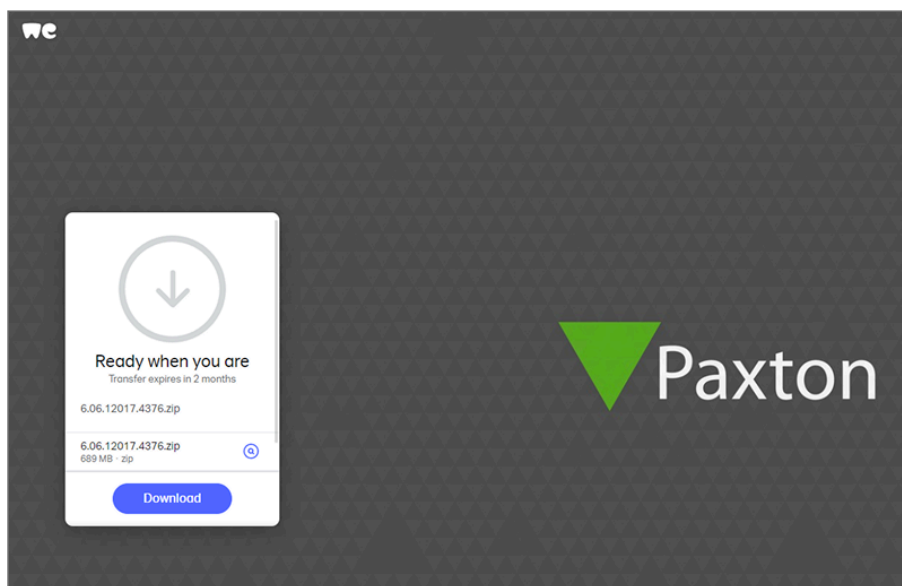
Installation Package	BioStar 2.9.2 Setup(x64)	1.38 GB	Download
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Installation instructions are available at [the following link](#).

Installing Paxton Net2

Download

The newest version of Net2 can be found at [the following link](#).



Installation instructions are available at [the following link](#).

Installing the Suprema Paxton Integration 2.0

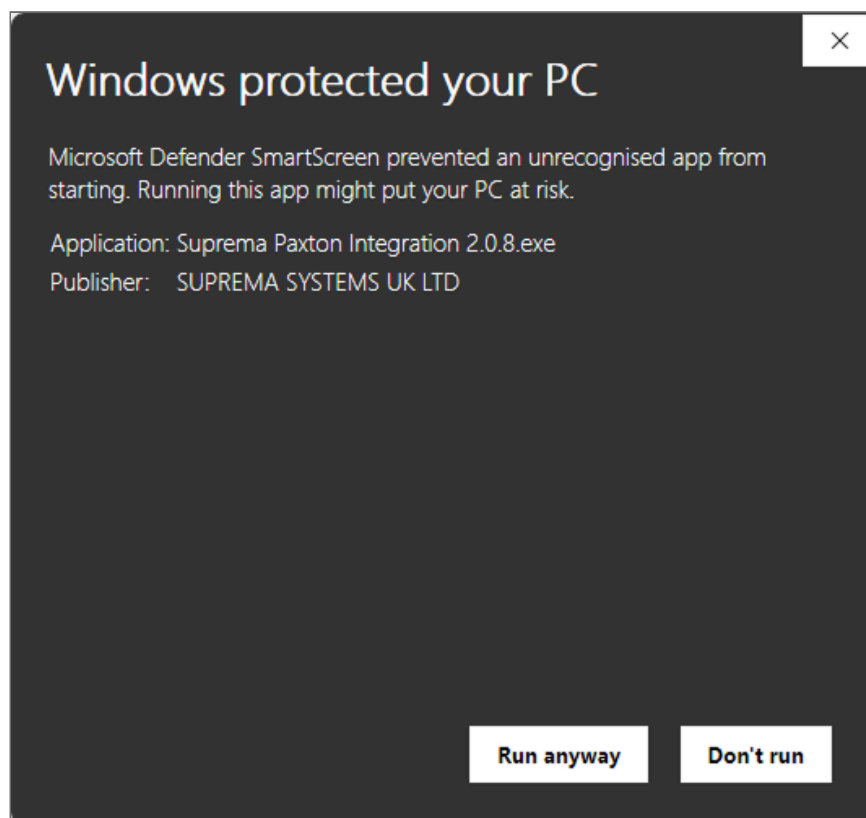
! INFO

- This section describes how to install the Suprema Paxton Integration 2.0. For more details on the installation of the Paxton Net2 System, see the manuals for the Net2.
- The installer can be used in both Server/Client installations. For client installations, the integration does not need to be activated.

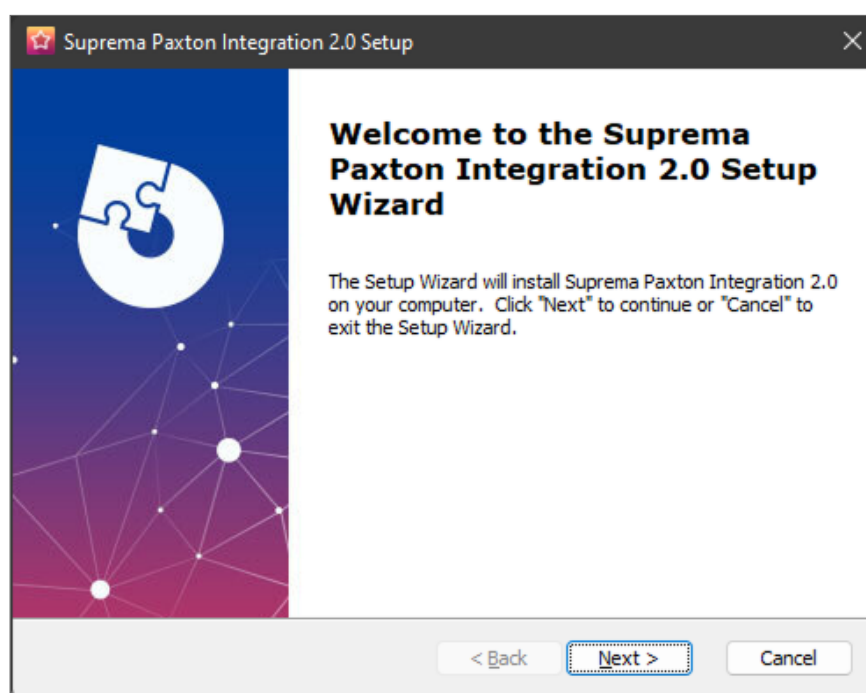
1. Run the downloaded setup program. (ex. Suprema Paxton Integration x.x.x.exe)

INFO

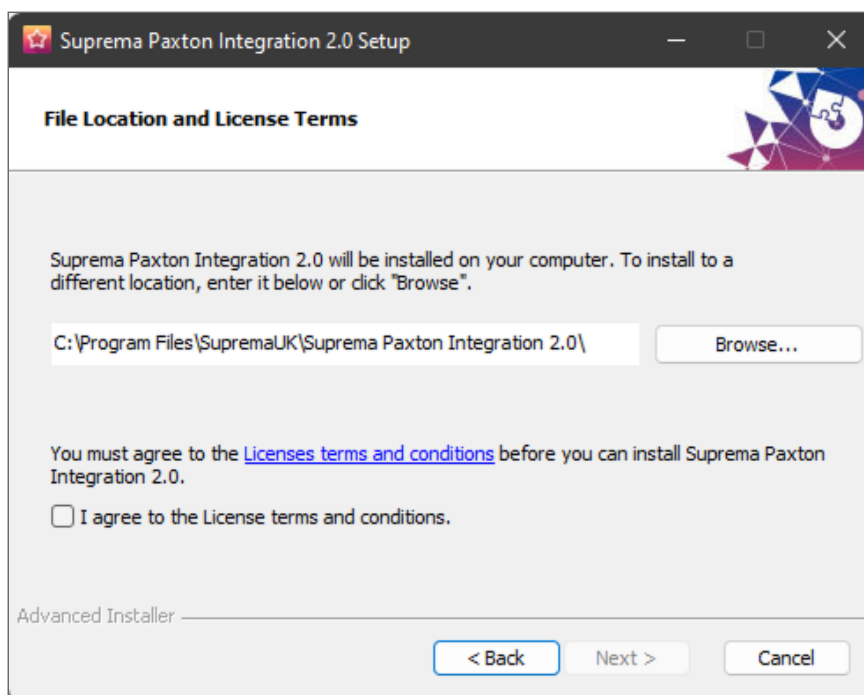
If prompted, select **Run Anyways**, we're a trusted publisher!



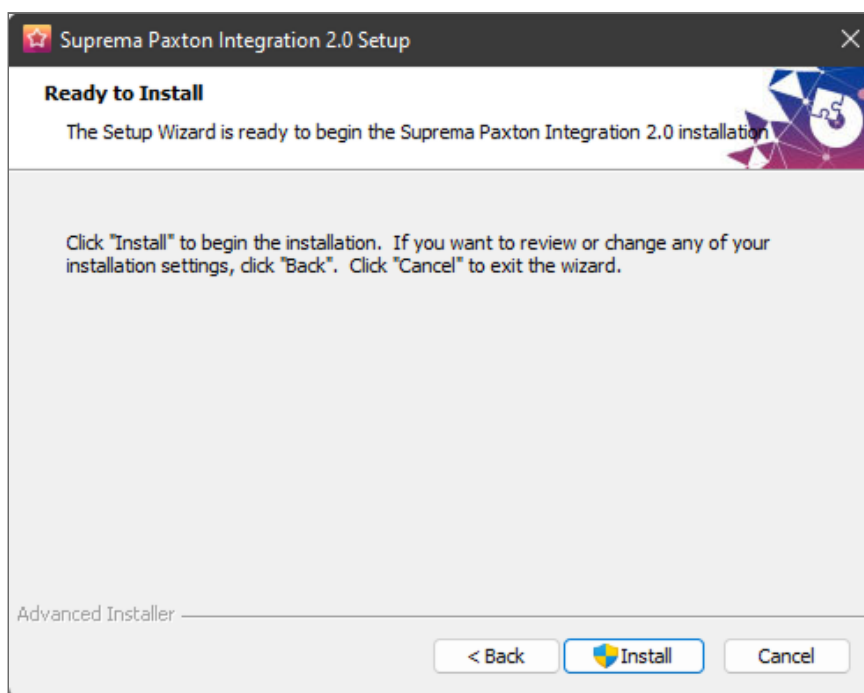
2. To continue the installation, click **Next**.



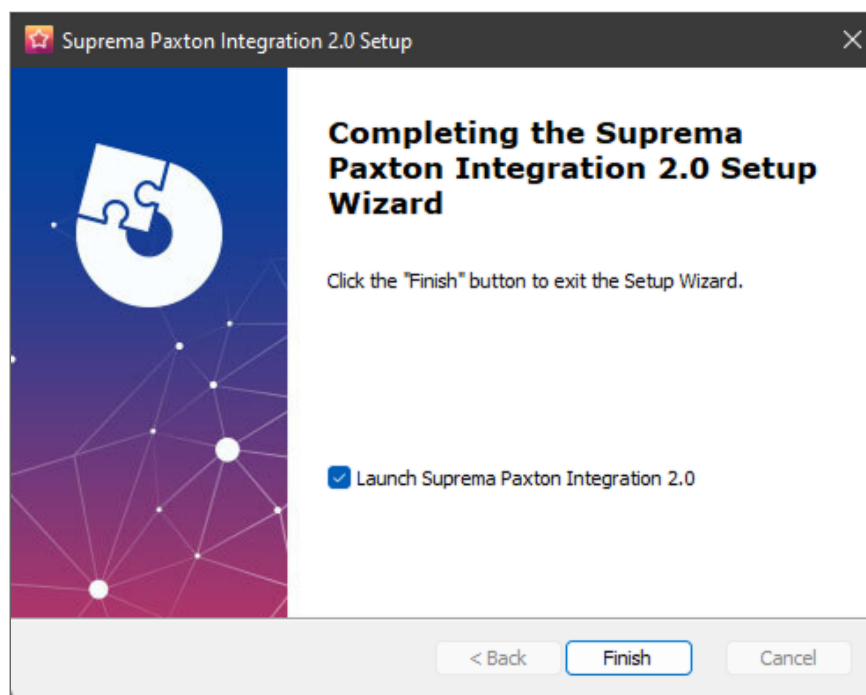
- Click **Next** after setting a path for Suprema Integration with Paxton Net2 to be installed (Or use the default) and check **I agree to the License terms and conditions.** (after reading them of course).



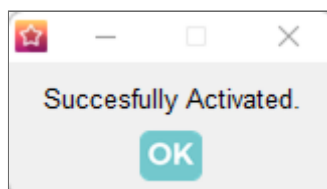
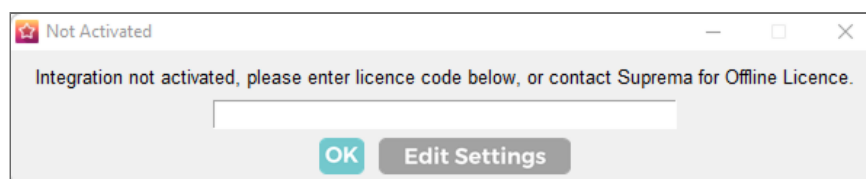
- Click **Install** and let it install. (Select yes on the windows popup)



5. Once installed, check whether you want the Settings Editor to launch, and click **Finish**.



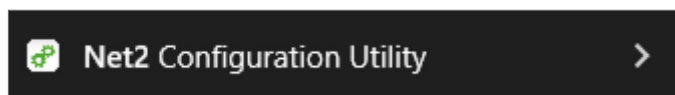
6. The integration will initially be unlicensed, You'll need a licence code (from Suprema) or an offline license file (from Suprema). Enter this and press **OK**, then **OK**.



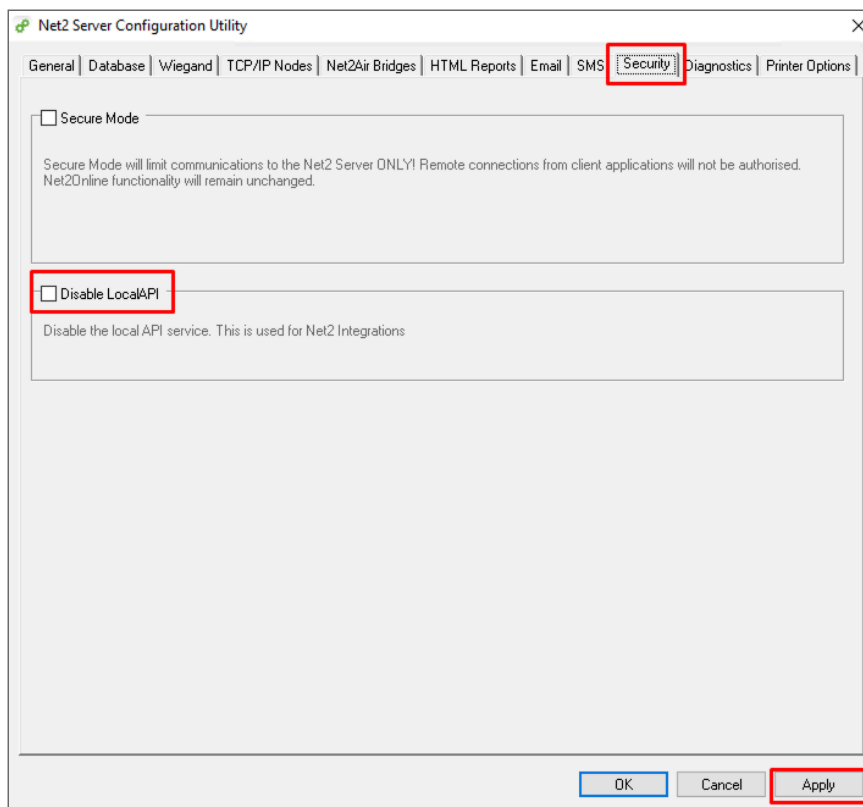
! INFO

- The **Disable Local API** setting must be unchecked and OEM Client password must be known to sync user information stored in Net2 Access Control. This is done in Net2.
- For more details on the Net2 Access Control system, see the manuals for the Net2.

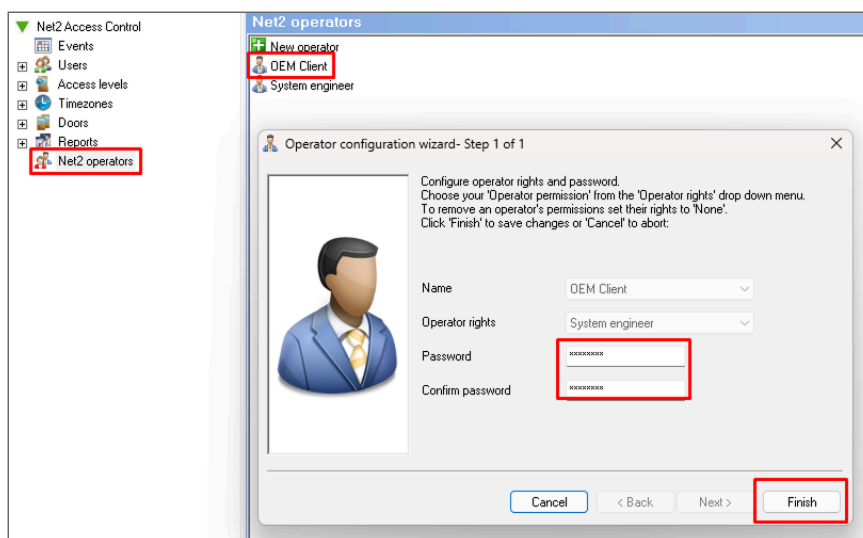
7. Net2 Settings:



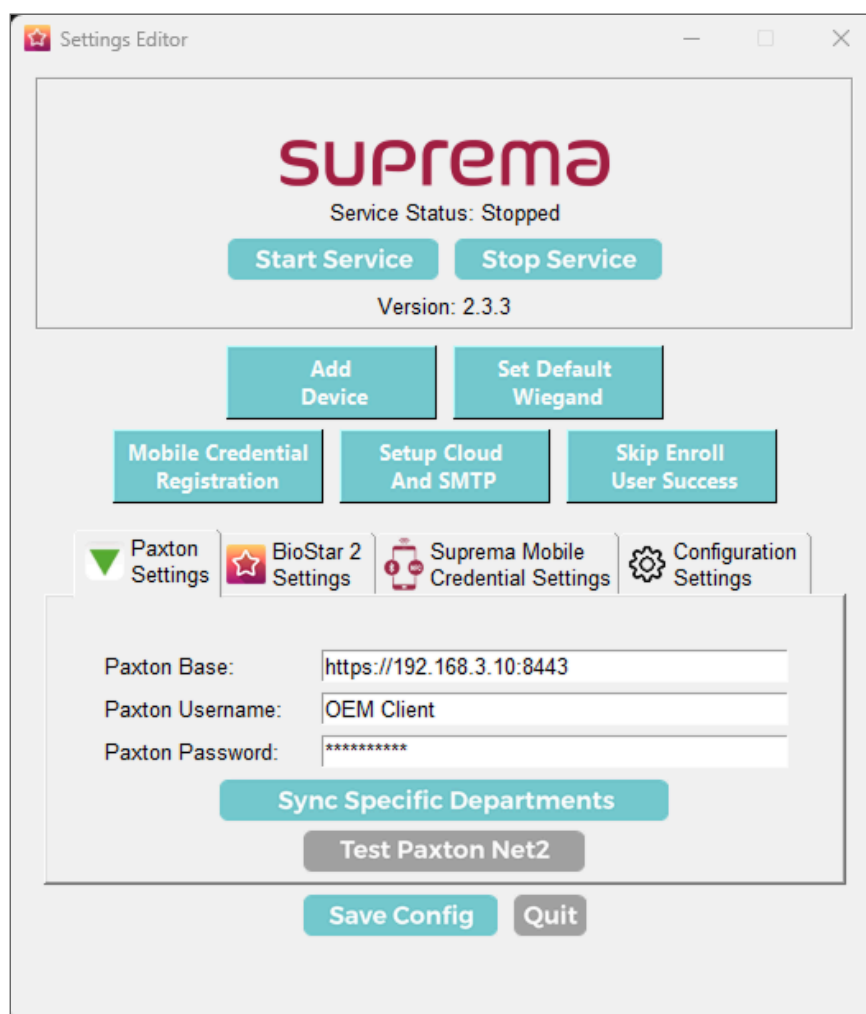
In Net2 Configuration Utility, you must uncheck **Disable LocalAPI**, so it is enabled, this may restart the Net2 Service. In new versions, this has changed to **Enable Local API**, on these versions, check this.



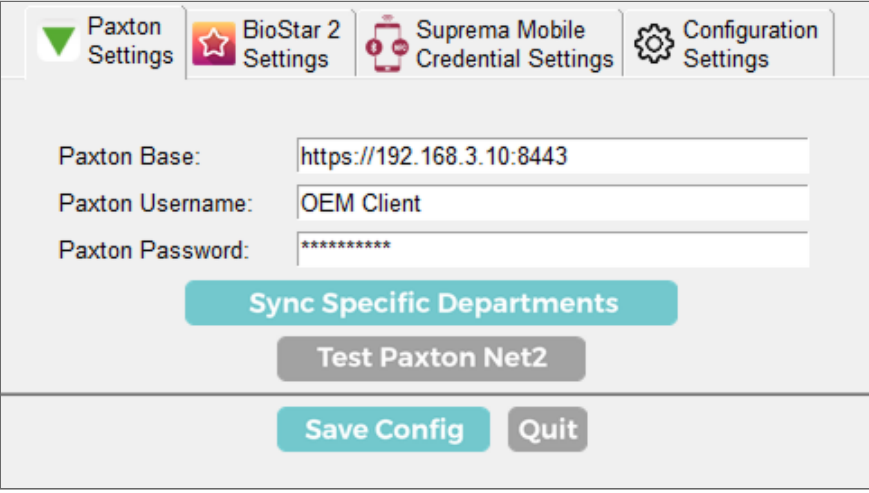
In the Net2 Client, the OEM Client password must be set and used in the next section.



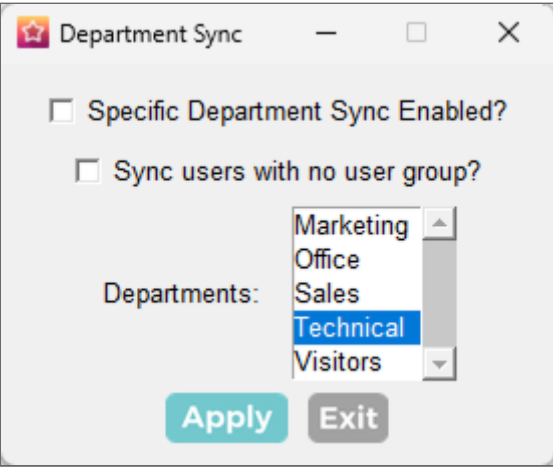
Below is the view of the **Settings Editor**, this will allow you to edit the settings of the integration, as well as adding devices.



8. Paxton Net2 Login Details:



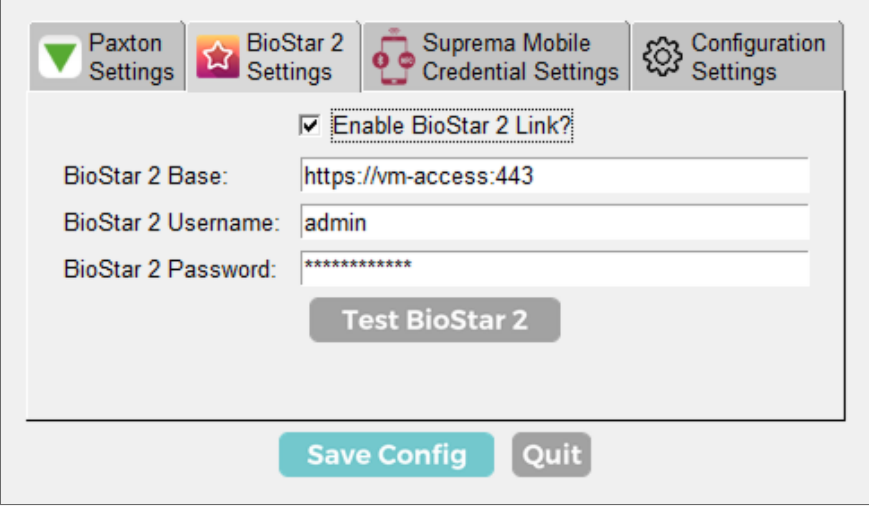
The configuration window for Paxton Net2 login details. It features a top navigation bar with four tabs: 'Paxton Settings' (selected), 'BioStar 2 Settings', 'Suprema Mobile Credential Settings', and 'Configuration Settings'. Below the tabs, there are three input fields: 'Paxton Base:' with the value 'https://192.168.3.10:8443', 'Paxton Username:' with the value 'OEM Client', and 'Paxton Password:' with masked characters '*****'. Below these fields are two buttons: 'Sync Specific Departments' (highlighted in teal) and 'Test Paxton Net2' (grey). At the bottom of the window are two more buttons: 'Save Config' (teal) and 'Quit' (grey).



The 'Department Sync' dialog box. It has a title bar with a star icon and the text 'Department Sync'. Inside, there are two checkboxes: 'Specific Department Sync Enabled?' and 'Sync users with no user group?'. Below these is a 'Departments:' label followed by a list box containing 'Marketing', 'Office', 'Sales', 'Technical' (highlighted in blue), and 'Visitors'. At the bottom are two buttons: 'Apply' (teal) and 'Exit' (grey).

The Paxton Net2 login section (Username and password) will need the OEM Client values generated from the earlier step (From Net2), the Paxton Base setting is the web address of the Net2 API, this can be left as <https://127.0.0.1:8443> if the machine that you are installing on is the Net2 server, if the machine is not the Net2 server, this needs to be set as the specific IP of the Net2 server. You can test the connection using the **Test Paxton Net2** button. There is also **Sync Specific Departments**, this can be used to only sync specific departments.

9. BioStar 2 Login Details:



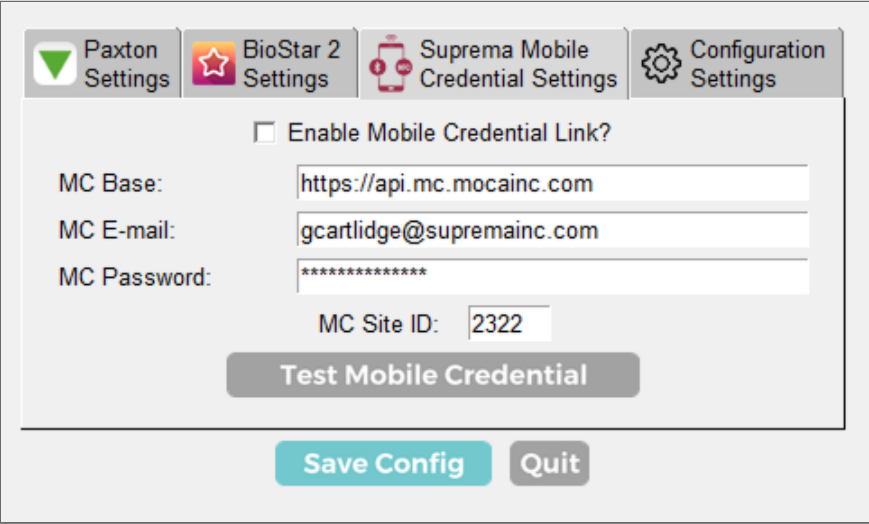
The screenshot shows a configuration window with four tabs at the top: Paxton Settings, BioStar 2 Settings (selected), Suprema Mobile Credential Settings, and Configuration Settings. The BioStar 2 Settings tab contains the following elements:

- A checkbox labeled "Enable BioStar 2 Link?" which is checked.
- A text field labeled "BioStar 2 Base:" containing the value "https://vm-access:443".
- A text field labeled "BioStar 2 Username:" containing the value "admin".
- A text field labeled "BioStar 2 Password:" containing a masked password "*****".
- A "Test BioStar 2" button.

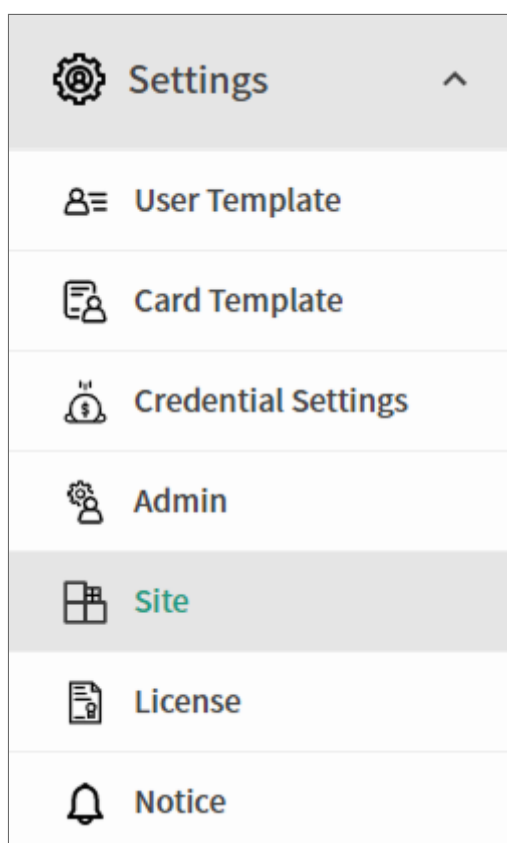
At the bottom of the window, there are two buttons: "Save Config" and "Quit".

This section requires the Login Details (Username and password) of BioStar 2, If BioStar 2 is not installed, the next section will go over basic installation, BioStar 2 is easiest installed on the same PC as the Net2 server, where the BioStar 2 Base can be left as <https://127.0.0.1:443> (This is the location of the API server of BioStar 2), If BioStar 2 is installed on a separate PC, this will be the IP address of that specific machine. You can test the connection using the **Test BioStar 2** button.

10. Suprema Mobile Credential Login Details:



The image shows a software window titled 'Suprema Mobile Credential Settings'. It has four tabs: 'Paxton Settings', 'BioStar 2 Settings', 'Suprema Mobile Credential Settings' (which is active), and 'Configuration Settings'. Inside the active tab, there is a checkbox labeled 'Enable Mobile Credential Link?' which is currently unchecked. Below this, there are four input fields: 'MC Base:' with the value 'https://api.mc.mocainc.com', 'MC E-mail:' with the value 'gcartlidge@supremainc.com', 'MC Password:' with masked characters '*****', and 'MC Site ID:' with the value '2322'. A 'Test Mobile Credential' button is located below these fields. At the bottom of the window, there are two buttons: 'Save Config' and 'Quit'.



This section requires the login details of the Suprema Mobile Credential Airfob site, this is separately setup at [the following link](#). The email and password will be the login info that has access to the site, MC Site ID can be found from the Airfob portal, under **Settings** → **Site**. MC Base should always remain the same, this will only change if the API of Airfob changes. You can proceed to test the login information at the bottom, it will alert if the username/password is wrong, as well as separately alerting if Site ID is wrong.

11. In Configuration Settings, the different settings of the integration can be enabled/disabled.

The screenshot shows the 'Configuration Settings' window. The tabs at the top are 'Paxton Settings', 'BioStar 2 Settings', 'Suprema Mobile Credential Settings', and 'Configuration Settings'. The 'Configuration Settings' tab is selected. The settings are as follows:

Setting	Value
☒ AutoGen Token via BioStar2?	Enabled
☒ AutoGen Token via MOCA?	Enabled
☒ Auto enroll profile images?	Enabled
☒ Auto Visual Email Enabled?	Enabled
☒ Auto Sync Enabled?	Enabled
☒ Timed Sync Enabled?	Enabled
☐ Sync at end of data transfer?	Disabled
☒ Always create Bio Token?	Enabled
☒ Skip sync from OEM Client changes?	Enabled
300 < Timed Sync Delay	300

Buttons: Save Config, Quit

Settings

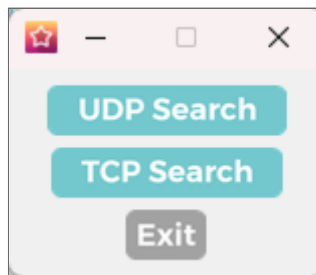
Add device by IP

You can use this button to add devices to BioStar 2, devices can also be added via the normal BioStar 2 UI.

! INFO

This button requires valid BioStar 2 Login data to be entered within the login section.

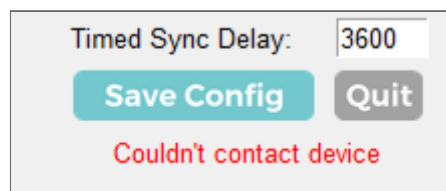
1. Click .
2. Either UDP or TCP can be selected. UDP will scan local subnet only.



3. TCP Search:



IP address will be entered in first box, device name will be entered in the second, **Add TCP Device** will then attempt to add the device to the system. If you wish to just name the device as its Device ID and IP Address, leaving the desired device name blank will populate this with the default. If the device cannot be contacted, an error will display.



4. A successfully added device will show the following:

Timed Sync Delay:

Save Config Quit

Success

5. For UDP search, it will display a message while searching:

Save Config Quit

Searching via UDP...

If devices are found, they will then display in the selection box, this allows you to select a device and to enter a device name into the box, if no name is entered, the device will be added with Device ID and IP Address as its name.

Device Results

Device ID	Device Type	IP Address
538761603	BioLite N2	192.168.0.10

Device Name:

Add UDP Device Exit

Success will then appear if the device is added successfully.

Timed Sync Delay:

Save Config Quit

Success

Skip Enroll User Success

This option when clicked will set BioStar 2 to ignore the **Enroll User** log from device, this can help prevent against database bloating.

Skip Enroll
User Success

Set Default Wiegand

This setting will try to automatically apply the default Wiegand format that Net2 uses to all devices in BioStar 2.

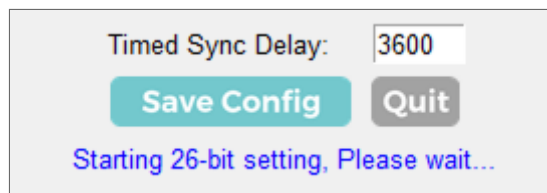
! INFO

This button requires valid BioStar 2 Login data to be entered within the login section.

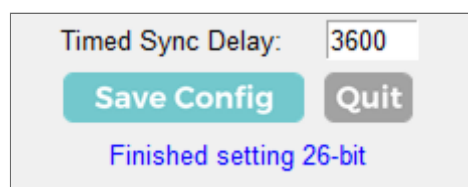
1. Click **Set Default Wiegand**.
2. A loading bar will appear at top of **Settings Editor**.



With the prompt below at the bottom.



3. Once completed, the following will display if successful, if not successful (For example, if device is not connected to BioStar 2), an error will display instead.



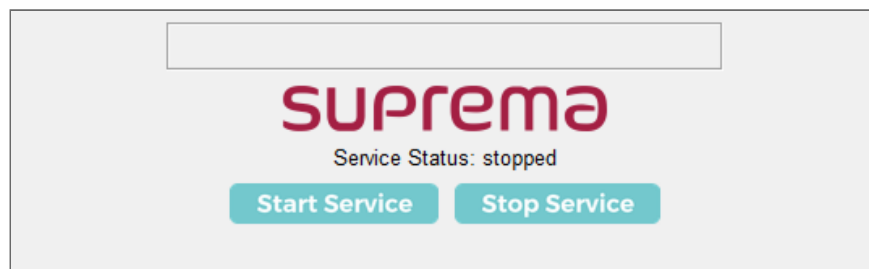
Register all devices to Mobile Credential

This will register all devices connected to the system to the Airfob Mobile Credential, first by uploading the site details to BioStar 2, then going through the device list to apply to devices.

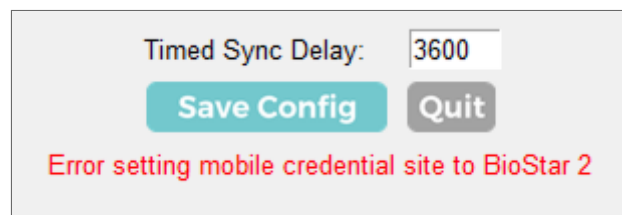
! INFO

This button requires valid login data to be entered within the Suprema Mobile Credential Settings section.

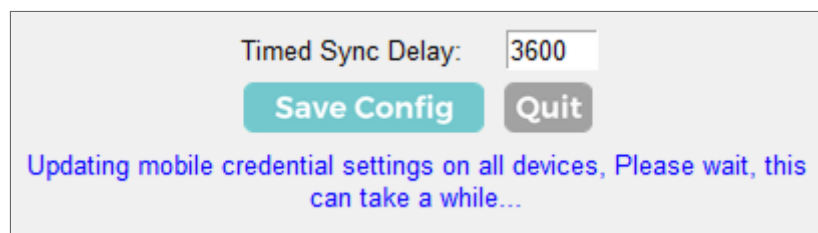
1. Click [Register All Devices To Mobile Credential](#).
2. A loading bar will appear at the top of settings editor while trying to apply the settings.



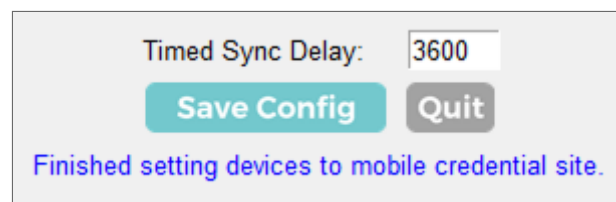
If any errors occurs, similar to the below will display, in red.



If valid site data has been entered, it will try to apply to devices:



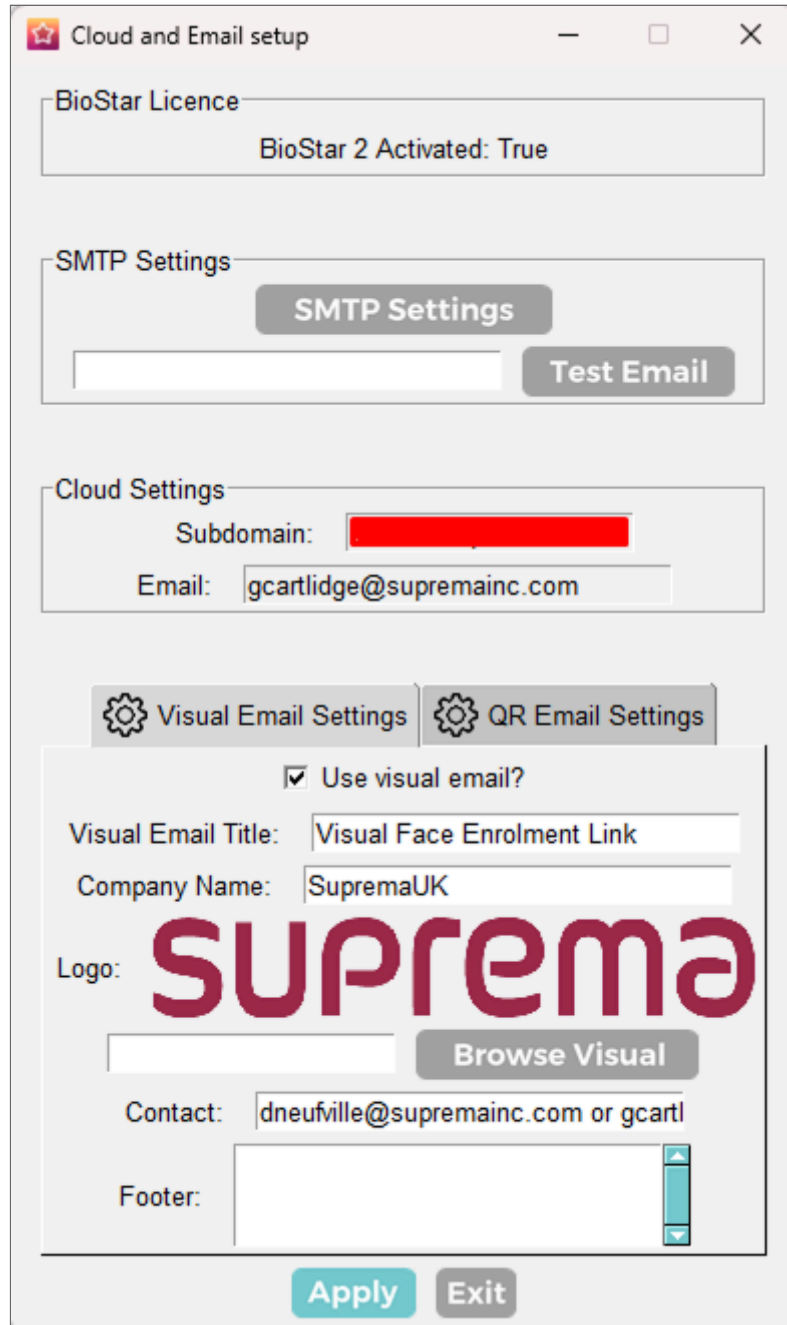
3. Once completed, if successful, the below will be displayed.



Setup Cloud and SMTP

This section will allow BioStar 2 Licencing, Cloud settings and SMTP settings to be setup without the BioStar 2 UI.

1. Click .
2. The below section will display:

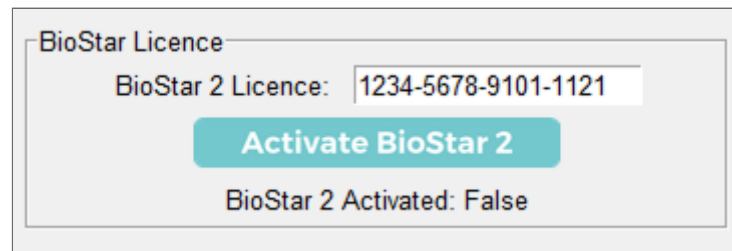


The screenshot shows a window titled "Cloud and Email setup" with the following sections:

- BioStar Licence:** A text box containing "BioStar 2 Activated: True".
- SMTP Settings:** A text box for SMTP settings and a "Test Email" button.
- Cloud Settings:** A "Subdomain:" text box with a redacted value and an "Email:" text box containing "gcartlidge@supremainc.com".
- Visual Email Settings:** A section with a "Use visual email?" checkbox (checked), "Visual Email Title:" (containing "Visual Face Enrolment Link"), "Company Name:" (containing "SupremaUK"), a "Logo:" section with a large "Suprema" logo and a "Browse Visual" button, "Contact:" (containing "dneufville@supremainc.com or gcartl"), and a "Footer:" text box.

At the bottom of the window are "Apply" and "Exit" buttons.

3. The first section will Licence BioStar 2, if you have purchased a BioStar 2 Licence (To use with the cloud section), You can enter here and try to activate. Once activated, the status will change to **True**.

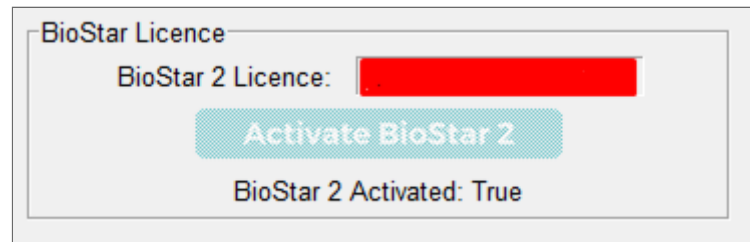


BioStar Licence

BioStar 2 Licence: 1234-5678-9101-1121

Activate BioStar 2

BioStar 2 Activated: False

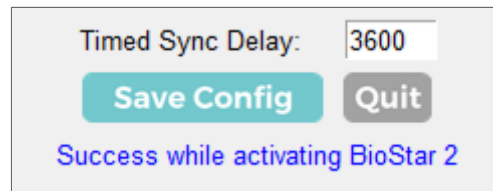


BioStar Licence

BioStar 2 Licence: [REDACTED]

Activate BioStar 2

BioStar 2 Activated: True

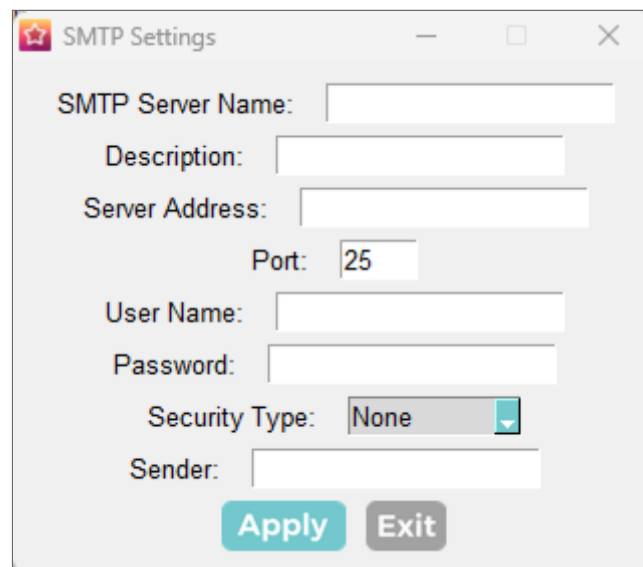


Timed Sync Delay: 3600

Save Config Quit

Success while activating BioStar 2

4. The second section will allow you to enter specific SMTP settings. Pressing **SMTP Settings** will display the below section. You can enter SMTP server settings that have been provided by provider.



SMTP Settings

SMTP Server Name: [Text Box]

Description: [Text Box]

Server Address: [Text Box]

Port: 25

User Name: [Text Box]

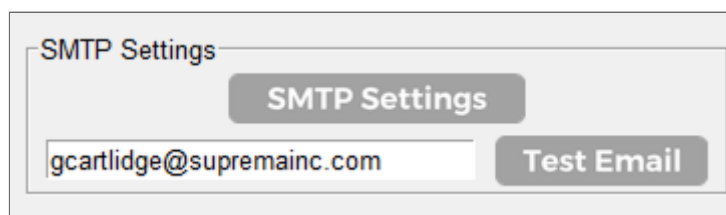
Password: [Text Box]

Security Type: None [Dropdown]

Sender: [Text Box]

Apply Exit

5. You can enter a test email that will be used to send a test email with entered SMTP settings here, pressing **Test Email** will try to send.



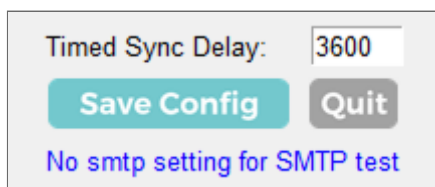
SMTP Settings

SMTP Settings

gcartlidge@supremainc.com

Test Email

Any feedback will appear on the main window, at the bottom, as previous sections detail.

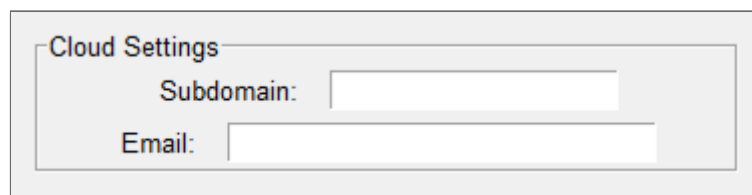


Timed Sync Delay: 3600

Save Config Quit

No smtp setting for SMTP test

6. The third section will allow you to choose a cloud Subdomain (If a BioStar 2 Standard or higher licence has been applied).

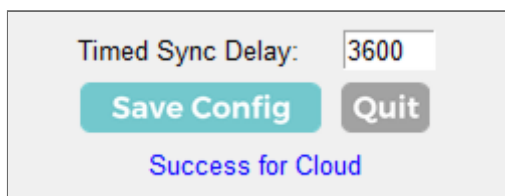


Cloud Settings

Subdomain:

Email:

You can enter a subdomain prefix (This will allow entry into BioStar 2 from [the following link](#)) and an administrator email, pressing **Apply** at the bottom will try to apply these settings (The popup window will close as BioStar 2 quickly reboots).

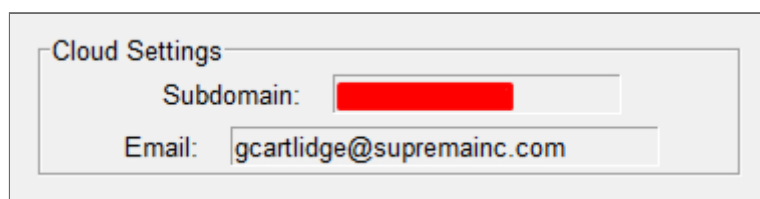


Timed Sync Delay: 3600

Save Config Quit

Success for Cloud

The subdomain settings will then display as saved and un-editable.



Cloud Settings

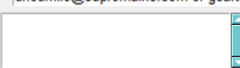
Subdomain:

Email: gcartlidge@supremainc.com

7. The final two sections are specific to how the QR and Visual emails will be formatted, Title is the subject of email, Company name appears in the prompt to user, Logo appears at the top of email (And in QR available to be enrolled in Apple wallet), Contact will appear as contacts within the email (and QR) and footer is specific to the visual email, which will appear as the footer of the email.

The image displays two side-by-side screenshots of a settings application, specifically the 'Visual Email Settings' and 'QR Email Settings' windows.

Visual Email Settings (Left Window):

- Buttons: Visual Email Settings, QR Email Settings
- Checkbox: ☒ Use visual email?
- Visual Email Title: Visual Face Enrolment Link
- Company Name: SupremaUK
- Logo: 
- Browse Visual: 
- Contact: dneufville@supremainc.com or gcartl
- Footer: 
- Buttons: Apply, Exit

QR Email Settings (Right Window):

- Buttons: Visual Email Settings, QR Email Settings
- Checkbox: ☒ Use QR email?
- QR Email Title: SupremaUK QR Code
- Company Name: SupremaUK
- Logo: 
- Browse QR: 
- Contact: dneufville@supremainc.com or gcartl
- Buttons: Apply, Exit

Enrollment Helper Client

The Enrollment Helper provides an enrollment window for fingerprints and faces on the Net2 Access Control system. If you install the Enrollment Helper, you can enroll fingerprints and faces by opening a window for enrollment directly from the Net2 Access Control system.

! INFO

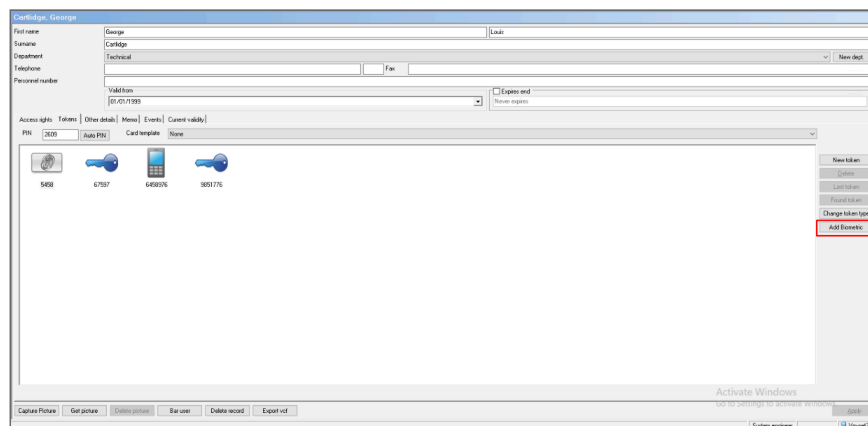
The enrollment helper is automatically installed with the installation of the integration.

Enroll Credentials with Enrollment Helper

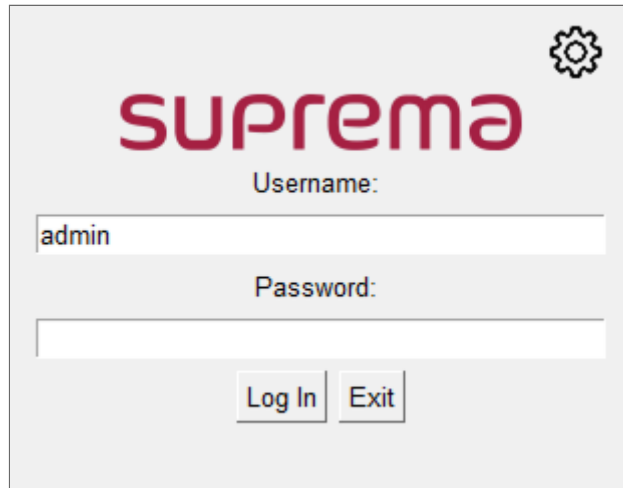
You can enroll fingerprints and faces for both existing and new users.

Enroll Credentials to Existing User

1. Run **Net2 Access Control**.
2. Click **Users** menu and select the user to enroll fingerprints or faces on the user list.
3. Click **Tokens** and then click **Add Biometric**.



4. Click **Login** after entering the Username and Password for BioStar 2.

A login dialog box for Suprema. It features the Suprema logo at the top center. Below the logo, there is a 'Username:' label followed by a text input field containing 'admin'. Below that is a 'Password:' label followed by an empty password input field. At the bottom, there are two buttons: 'Log In' and 'Exit'. A gear icon is located in the top right corner.

Suprema

Username:

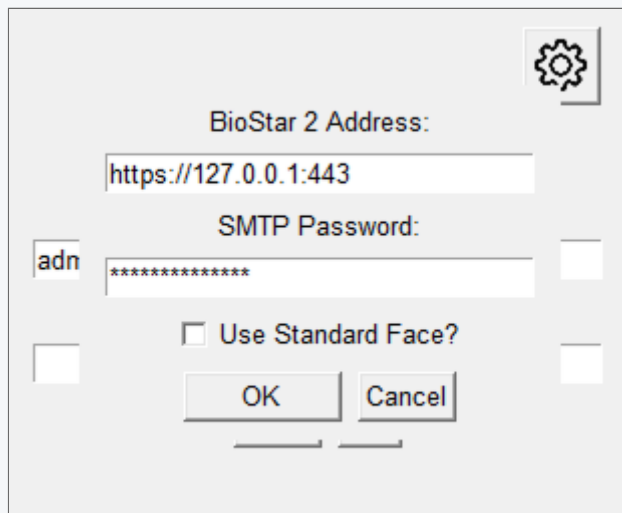
admin

Password:

Log In Exit

 INFO

- A user can login with an account that exists in BioStar 2. A login session is remembered, so you will not have to continuously log in, this uses the session timeout value from BioStar 2.
- Click  to change the BioStar 2 Address and port. You can also enter an SMTP password if QR email is used. There is also an option if IR face is being used (FS2/FL devices).

A configuration dialog box for BioStar 2. It has a gear icon in the top right corner. The 'BioStar 2 Address:' label is followed by a text input field containing 'https://127.0.0.1:443'. Below that is an 'SMTP Password:' label followed by a text input field containing '*****'. To the left of the SMTP Password field is a label 'adm' and a small square icon. Below the SMTP Password field is a checkbox labeled 'Use Standard Face?'. At the bottom, there are two buttons: 'OK' and 'Cancel'.

BioStar 2 Address:

https://127.0.0.1:443

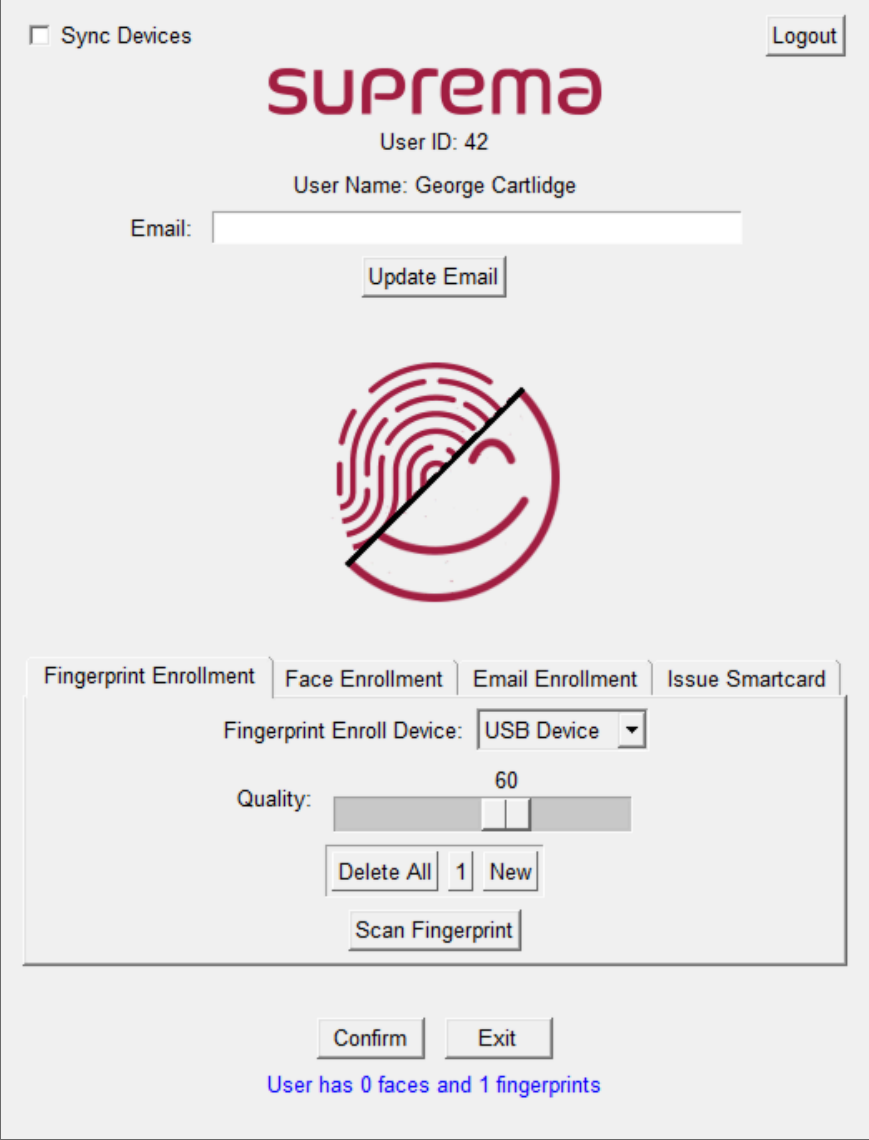
SMTP Password:

adm *****

☐ Use Standard Face?

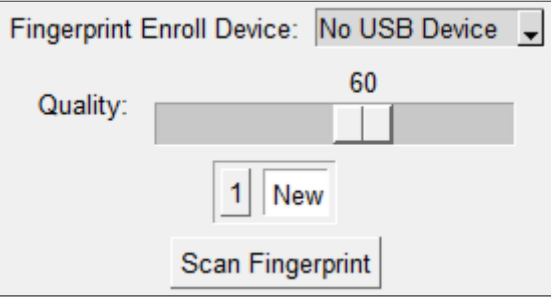
OK Cancel

5. Fingerprints can be enrolled from the first section, faces from the second section. User information will automatically populate below the Suprema logo. There will also be a prompt at bottom if user has existing enrollments.



The screenshot shows the Suprema enrollment interface. At the top left is a checkbox for "Sync Devices" and a "Logout" button at the top right. The Suprema logo is centered, followed by "User ID: 42" and "User Name: George Cartlidge". Below this is an "Email:" label and an empty text input field, with an "Update Email" button underneath. A large red fingerprint icon with a diagonal line through it is centered. Below the icon are four tabs: "Fingerprint Enrollment", "Face Enrollment", "Email Enrollment", and "Issue Smartcard". The "Fingerprint Enrollment" tab is active, showing a "Fingerprint Enroll Device:" dropdown menu set to "USB Device". Below this is a "Quality:" label and a slider bar with the value "60". There are buttons for "Delete All", "1", and "New". At the bottom of the tab area is a "Scan Fingerprint" button. Below the tab area are "Confirm" and "Exit" buttons. At the very bottom, a status message reads "User has 0 faces and 1 fingerprints".

6. You can select either a USB device or Network connected device (Devices in BioStar 2) to complete the fingerprint enrollment, you can also select a Quality limit on the received fingerprint, any existing fingerprints will appear in the list before **New**, selecting **New** will enroll a new fingerprint, selecting any of the numbers will remove and re-enroll that fingerprint.



This is a close-up of the fingerprint enrollment section. The "Fingerprint Enroll Device:" dropdown menu is set to "No USB Device". The "Quality:" label is followed by a slider bar with the value "60". Below the slider are buttons for "1" and "New". At the bottom is a "Scan Fingerprint" button.

7. Once scanned, fingerprint view will show a live version of the fingerprint, then turns green if accepted, press confirm to register to the user.

☐ Sync Devices Logout

suprema

User ID: 42
User Name: George Cartlidge

Email:

Update Email



Fingerprint Enrollment | Face Enrollment | Email Enrollment | Issue Smartcard

Fingerprint Enroll Device: USB Device

Quality: 60

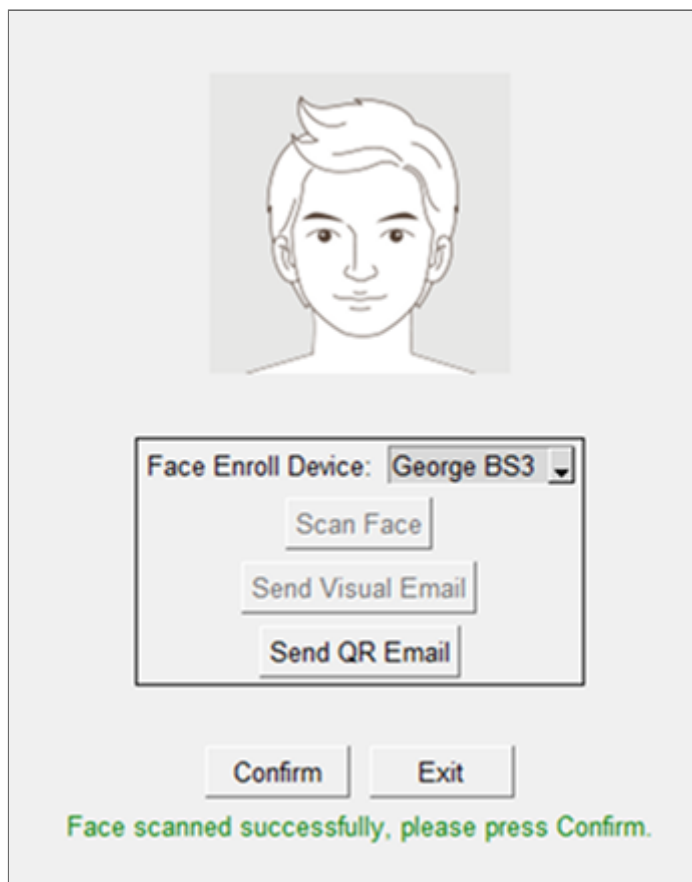
Delete All 1 New

Scan Fingerprint

Confirm Exit

Fingerprint scan successful, please press "Confirm"

8. There are two options for the facial enrollment, a device connected to BioStar 2 can be used, or a visual email can be sent. For device enrollment, selecting from list and then **Scan Face** will prompt for a scan. With output displayed in the middle. Pressing **Confirm** will complete the enrollment.



9. For visual email, this requires email setup previously done in BioStar 2/Settings Editor, if setup correctly, this will prompt **Successfully sent enrollment email**, you can press **Exit** after email has been sent.

The screenshot displays the Suprema enrollment interface. At the top, the 'SUPrema' logo is shown in red, followed by 'User ID: 42' and 'User Name: George Cartlidge'. Below this, a 'Fingerprint Enroll Device' dropdown menu is set to 'USB Device'. A 'Quality' bar shows a value of 60. There are two buttons: '1' and 'New'. A 'Scan Fingerprint' button is located below these. In the center, a green message box states 'Successfully sent enrollment email' with an 'OK' button. Below the message box, a 'Face Enroll Device' dropdown menu is set to 'George BS3'. There are three buttons: 'Scan Face', 'Send Visual Email', and 'Send QR Email'. At the bottom, there are 'Confirm' and 'Exit' buttons. A status message at the very bottom reads 'User has 1 faces and 1 fingerprints'.

SUPrema
User ID: 42
User Name: George Cartlidge

Fingerprint Enroll Device: USB Device ▼

Quality: 60

1 New

Scan Fingerprint

Successfully sent enrollment email

OK

Face Enroll Device: George BS3 ▼

Scan Face

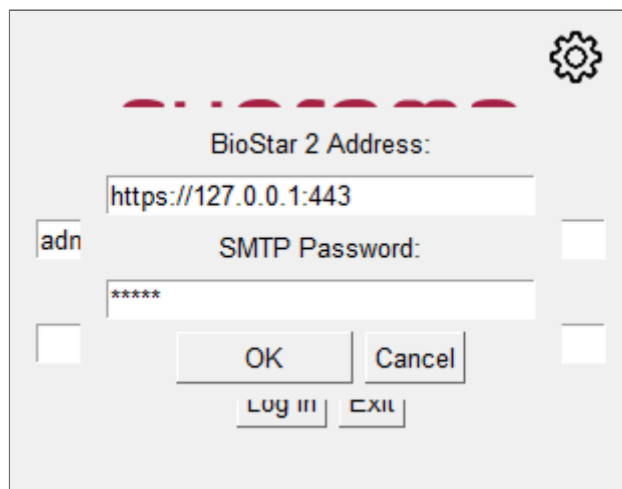
Send Visual Email

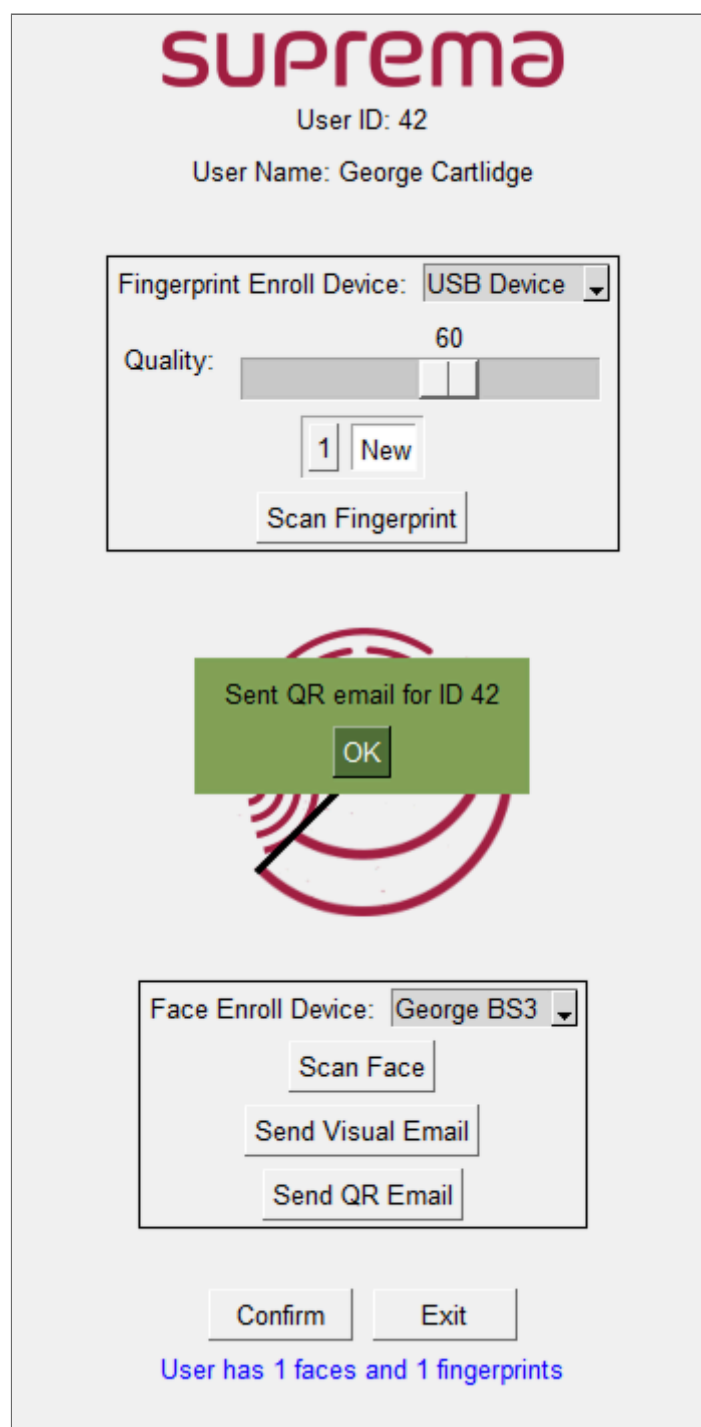
Send QR Email

Confirm Exit

User has 1 faces and 1 fingerprints

10. Lastly, there is **Send QR Email**, this uses an SMTP client within the enrollment helper itself, so will need a copy of the SMTP password (Mentioned in tip earlier), this also requires an existing token number to be registered to the user in Net2. If successful, QR will prompt as sent, you can then press **Exit**.

A screenshot of a software dialog box titled "BioStar 2 Address:". The dialog has a light gray background and a gear icon in the top right corner. It contains several input fields and buttons. At the top, there is a red dashed line. Below it, the text "BioStar 2 Address:" is followed by a text box containing "https://127.0.0.1:443". To the left of this text box is a small box containing "adm". Below the first text box is another text box containing "*****", with the label "SMTP Password:" to its right. To the left of this second text box is a small empty box. At the bottom, there are four buttons: "OK", "Cancel", "Log in", and "Exit". The "Log in" and "Exit" buttons are smaller and positioned below the "OK" and "Cancel" buttons respectively.



The image shows the Suprema Enrollment Helper Client interface. At the top, the 'SUPREMA' logo is displayed in red. Below it, the 'User ID: 42' and 'User Name: George Cartlidge' are shown. The main section contains a 'Fingerprint Enroll Device' dropdown menu set to 'USB Device'. Below this is a 'Quality' slider set to 60, a '1' button, a 'New' button, and a 'Scan Fingerprint' button. A green notification box in the center states 'Sent QR email for ID 42' with an 'OK' button. Below the notification is a 'Face Enroll Device' dropdown menu set to 'George BS3'. Below this are four buttons: 'Scan Face', 'Send Visual Email', and 'Send QR Email'. At the bottom are 'Confirm' and 'Exit' buttons, and a status message: 'User has 1 faces and 1 fingerprints'.

SUPREMA

User ID: 42

User Name: George Cartlidge

Fingerprint Enroll Device: USB Device

Quality: 60

1 New

Scan Fingerprint

Sent QR email for ID 42

OK

Face Enroll Device: George BS3

Scan Face

Send Visual Email

Send QR Email

Confirm Exit

User has 1 faces and 1 fingerprints

Enroll Credentials to New User

1. Run **Net2 Access Control**.
2. Click **Users** menu and double-click  New user.

3. Enter the user information to add and click **Add Biometric**.

Add user

Please select the type of token which you wish to issue

Token type: Default New type

First name:

Middle name:

Surname:

Department: (none)

Access level: No access

Telephone:

Fax:

Valid from: 10/05/2023

Expires end: 10/05/2023

Address 1:

Address 2:

Town:

County:

Post code:

Home telephone:

Home Fax:

Mobile:

Card template:

Email:

Position:

Start date:

Car registration:

Notes:

Personnel number:

PIN: Auto PIN

Token number:

Token type: Unspecified

Add Biometric

☐ When I click 'Add user' reload the token type default values

☒ When I click 'Add user' retain the previous record values

Close Add user

4. The rest of enrollment is similar to above, but because the user is a **New User**, the user will not have an email within BioStar 2, so both email options are disabled, if email is required, first add user in Net2 with Email then wait for sync to BioStar 2.

Face Enroll Device: George BS3

Scan Face

Send Visual Email

Send QR Email

Confirm Exit

Troubleshooting

This troubleshooting provides information to solve unexpected issues that you may encounter when using the product.

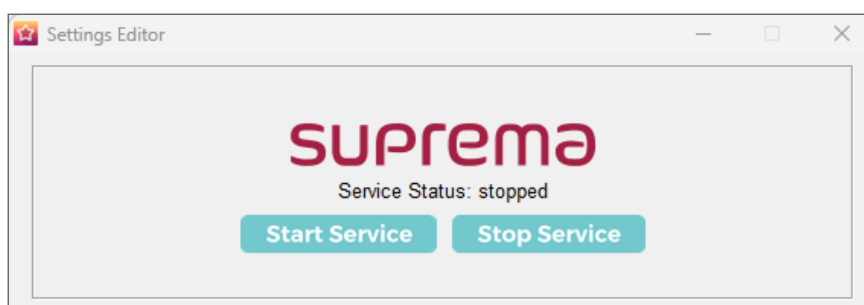
Q. User present within Net2 is not within BioStar 2 after some time.

- Check Logs folder present within install folder of Suprema Integration:

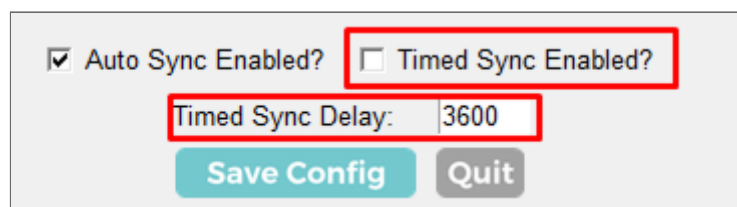
> This PC > Local Disk (C:) > Program Files > SupremaUK > Suprema Paxton Integration 2.0 > logs			
Name	Date modified	Type	Size
IntegrationBioStar.log	09/05/2023 17:37	Text Document	0 KB
IntegrationMOCA.log	09/05/2023 17:37	Text Document	1 KB
IntegrationPaxton.log	09/05/2023 17:37	Text Document	0 KB
IntegrationSchedule.log	09/05/2023 17:37	Text Document	1 KB
SettingsEditor.log	10/05/2023 12:55	Text Document	4 KB

IntegrationSchedule.log is most likely (As this logs the sync), IntegrationBioStar.log logs the upload into BioStar 2.

- Checking service status within **Settings Editor** can also shed some light on situation.



- Lastly, it can be a good option to enable **Timed Sync**, this ensures not just the event logs are used for syncage, a full sync will happen periodically if enabled.



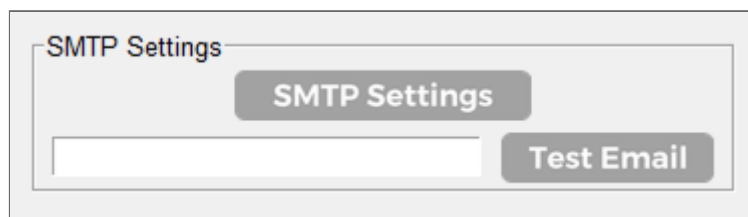
Q. Service terminates abruptly.

- Ensure all login information in Settings Editor is correct, especially OEM Client password:

Paxton Base:	https://127.0.0.1:8443
Paxton Username:	OEM Client
Paxton Password:	*****
Test Paxton Net2	
☒ Enable BioStar 2 Link?	
BioStar 2 Base:	https://127.0.0.1:443
BioStar 2 Username:	admin
BioStar 2 Password:	*****
Test BioStar 2	
☐ Enable MOCA Link?	
MOCA Base:	https://api.mc.mocainc.com
MOCA E-mail:	gcartlidge@supremainc.com
MOCA Password:	*****
MOCA Site ID:	

Q. Errors sending email on Enrollment Helper.

- Ensure **SMTP Settings** within **Settings Editor** are correct. (**Test Email**)

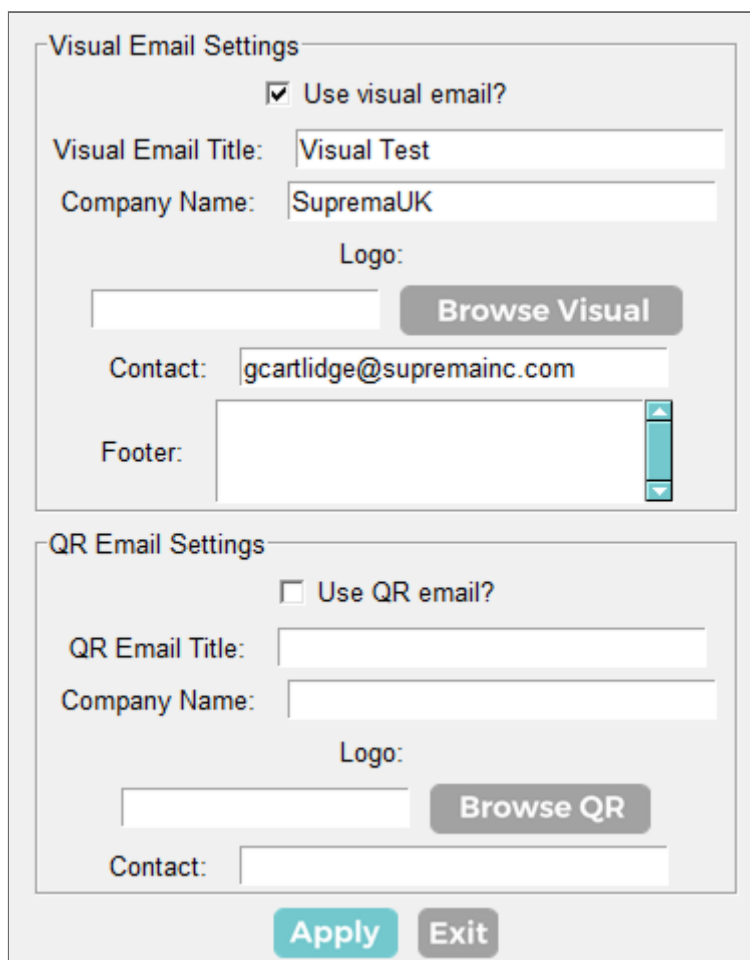


SMTP Settings

SMTP Settings

Test Email

- Also ensure the correct email personalisation options have been entered/enabled.



Visual Email Settings

☒ Use visual email?

Visual Email Title: Visual Test

Company Name: SupremaUK

Logo:

Browse Visual

Contact: gcartlidge@supremainc.com

Footer:

QR Email Settings

☐ Use QR email?

QR Email Title:

Company Name:

Logo:

Browse QR

Contact:

Apply Exit

Appendices

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