



# TECHNICAL FIELD BULLETIN



Date March 2005  
Subject Finger Print Reader  
Issue By NKL Cash Handling - a member of FKI Security Group  
Issue To NKL Factory and Technical Service; FPR Customers  
Document 50302

## OVERVIEW

This bulletin is to advise service personnel and FPR (finger print reader) customers of an issue with biometrics FPR units. It has been found that Bio readers will delete the entire fingerprint table if you delete a user in the system who is enrolled as a user number and not enrolled with a key (fingerprint is considered a key). This is only a concern if there are users enrolled in the system with only a user number (no biometric or key login). The problem is caused by a software interaction between the NKL CPU and the biometric reader. A software solution is forthcoming. Until such time as a software solution becomes available refer to Action Required below for instructions to delete a user enrolled with a user number only.

## PRODUCTS AND SERIAL NUMBERS AFFECTED

All AuditLok XLV safes with FPR (Finger Print Reader) technology.

## ACTION REQUIRED

If a user number must be deleted, disconnect the biometrics reader from the display inside the EPR housing before deleting the user, then reconnect the reader after the deletion is complete.

## ADDITIONAL INFORMATION

If you have any questions or problems with the software contact NKL Technical Support at 1-800-452-4655.