

Error encoding DESFire card: "Required biometric information for this application is missing"

Last Modified on 10/06/2022 4:16 am EDT

Symptom

When encoding a DESFire (TWIC 1.02 Data Model) smart card, you may see the following error message.

"Encoding failed due to the following errors:

Required biometric information for this application is missing. Please perform capture and try again."

Resolution

To properly encode a DESFire (TWIC 1.02 Data Model) smart card, templates must be captured in the **Right Index Finger** and **Left Index Finger** fields on the OpenCapture form in Multimedia Capture for a particular cardholder.

Once captured, these templates must then be chosen in the **Primary Finger** and **Secondary Finger** fields on the OpenCapture form in Multimedia Capture.

If one of the cardholder's index fingers is missing, another finger may be used, but it must be captured as either the **Right Index Finger** or **Left Index Finger** in the OpenCapture form in Multimedia Capture.

Applies To

OnGuard 2008 Plus (6.1.222) or later

Additional Information

None
