Fingerprint USB Dongle C10 FAQS

1. Why can't I use administrator as the user name?

Due to Microsoft system restrictions, the user name using the Windows Hello function cannot be administrator. Please create an administrator account with a different name (you can't directly rename administrator).

2. Why are the registration methods different between windows7 and windows10?

When registering the fingerprint with Windows Hello function, different operating systems support different registration methods. Some systems use the fingerprint registration tool (Windows7/8) developed by the C*Core Technology Co., Ltd, and Windows8.1/10 system uses the fingerprint registration program that comes with Windows.

3. Why use a formal version of the operating system?

Some ghost versions of the operating system may simplify system components, which does not support the fingerprint login function. Please use the official version of the operating system; if the Windows system has function updates, please go to the company's official website for the latest software support.

4. Why do some windows7 need to install patches?

Some Windows7 computers running on a standalone network need to install the SHA256 patch package. The corresponding patch package can be downloaded and installed through Windows update, or downloaded and installed through the link below:
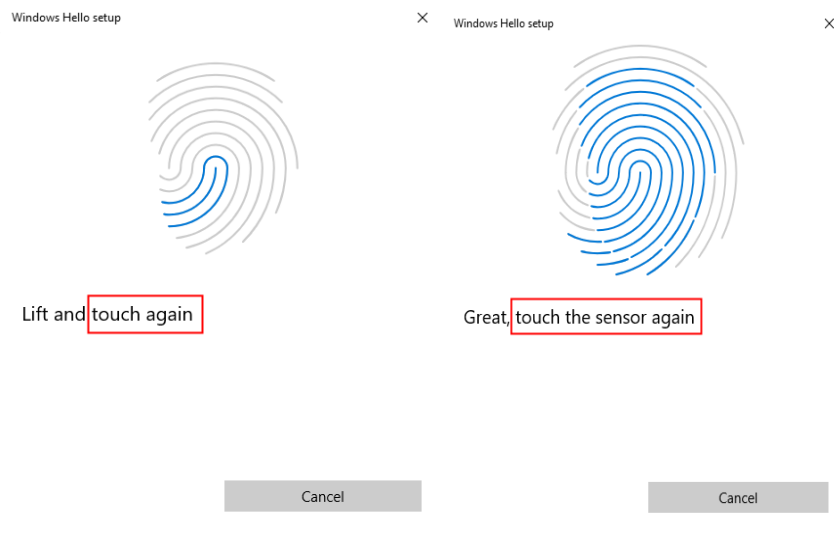
Win7 X86:https://www.microsoft.com/zh-CN/download/details.aspx?id=46078

Win7 X64:

5. Does it support Windows 7 7600?

Not support.

6. If you "swipe" your finger when registering your fingerprint, a bad image may appear , which affects the fingerprint entry.

It is recommended that during the fingerprint registration process, use different positions of your finger to touch the sensor area of the fingerprint register. Do not swipe your finger. The registration and matching experience will be better.

7. The driver has been installed normally on Windows7 system, but an error will be reported when registering the fingerprint.

It has been verified that the above error will be reported when registering a fingerprint using the administrator account with the administrator (or directly renaming the administrator) that comes with the system. Due to Microsoft system restrictions, the user name using the hello function cannot be administrator. You need to create an administrator account with another name (you cannot directly rename administrator) to run it.

8. Is this Dongle compatible with the latest win10 1903 system?
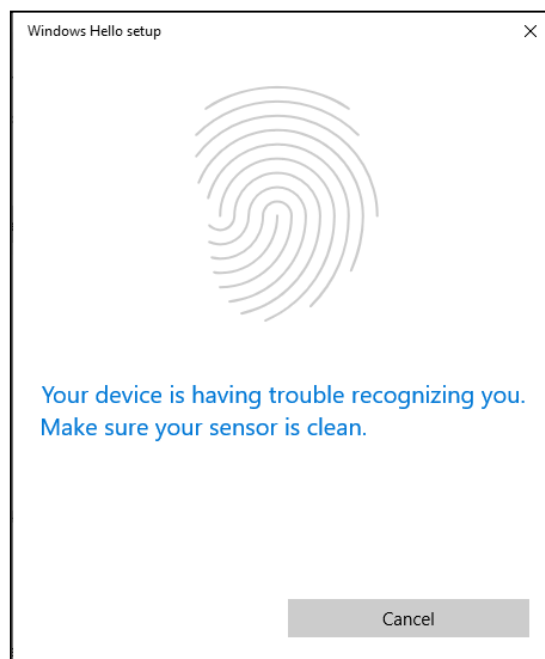
Compatible

9. How many fingerprints does this Dongle support？

10

10. Where can I download the driver software for this Dongle?

http://www.china-core.com/products_show.php?id=6&xxlm=9&xlm=2&lm=1

11. If the following prompts appear during the fingerprint registration process, you can still successfully register by touching the fingerprint.
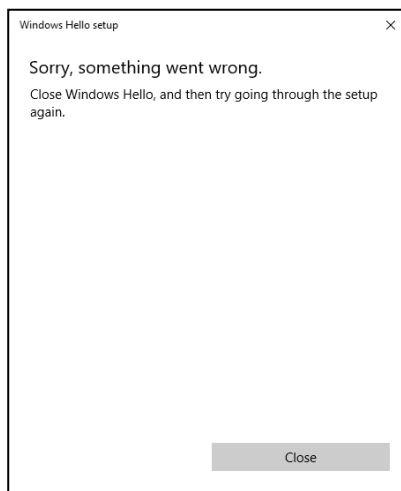

This is the process of enrolling the fingerprint 10 times, and one of them showed a bad prompt for collecting the image. It may be because the finger is pressed too lightly, which will not affect the final entry.

12. After registration is successful, what is the reason why the recognition rate is very low?

It may be that the fingerprint characteristic value of the user's registered finger is not obvious. It is recommended to try another finger. When registering at the same time, try not to register at one point. Touch the sensor area of the register with different positions in the center of the fingerprint. If the contact position deviation is too large, the experience will be worse.

13. During the registration process, the registrar starts to light blue and then flashes red, and the following window pops up. What causes the registration failure?

It may be caused by the loose USB interface during the registration process. It is recommended that the user change to a firm USB interface and try again.

14. If the system does not support Windows Hello, can I use this fingerprint login device to register and log in?

Not supported for the time being. Some lite versions of the operating system may simplify system components and cause unknown conditions. As a result, fingerprint login is not supported and a formal version of the operating system is required.

15. If the Dongle is lost, will the encrypted file not be unlocked?

It can be unlocked. Our product is a hardware key. The encryption and decryption key is in the Dongle. In case the user is lost, you don't need to insert the Dongle to directly click on the cipher text. You can decrypt the imported mnemonic by import Open the original file.

16. Can the Dongle be used on two computers?

It is sufficient to register the fingerprint on both computers. The fingerprint is stored in the fingerprint register. It is recommended not to register with the same finger.

17. Can it be used to web authenticate?

Not support.

18. Can it encrypt the hard disk partition?

Not support.