

Harmony

Harmony XB5SSoft

User Manual

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All pertinent state, regional, and local safety regulations must be observed when installing and using this product. For reasons of safety and to help ensure compliance with documented system data, only the manufacturer should perform repairs to components.

When devices are used for applications with technical safety requirements, the relevant instructions must be followed.

Failure to use Schneider Electric software or approved software with our hardware products may result in injury, harm, or improper operating results.

Failure to observe this information can result in injury or equipment damage.

Schneider Electric hereby informs the users of the **Harmony XB5S** product that they are responsible for the fulfillment, with the competent local authority regarding data privacy protection, of any formalities which could be required in relation with the use of a biometric product.

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Safety Information



Important Information

NOTICE

Read these instructions carefully, and look at the equipment to become familiar with the device before trying to install, operate, service, or maintain it. The following special messages may appear throughout this documentation or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.



The addition of this symbol to a “Danger” or “Warning” safety label indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

DANGER

DANGER indicates a hazardous situation which, if not avoided, **will result in** death or serious injury.

WARNING

WARNING indicates a hazardous situation which, if not avoided, **could result in** death or serious injury.

CAUTION

CAUTION indicates a hazardous situation which, if not avoided, **could result in** minor or moderate injury.

NOTICE

NOTICE is used to address practices not related to physical injury.

PLEASE NOTE

Electrical equipment should be installed, operated, serviced, and maintained only by qualified personnel. No responsibility is assumed by Schneider Electric for any consequences arising out of the use of this material.

A qualified person is one who has skills and knowledge related to the construction and operation of electrical equipment and its installation, and has received safety training to recognize and avoid the hazards involved.

About the Book



At a Glance

Document Scope

This document describes the functions of Harmony XB5SSoft that are used for the management of XB5S device databases.

Validity Note

This document is valid for Harmony XB5SSoft V2.



Chapter 1

Overview of Harmony XB5SSoft

At a Glance

The Harmony XB5SSoft database management program allows you to program all the biometric switches in your XB5S park from one PC.

What Is in This Chapter?

This chapter contains the following topics:

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Harmony XB5SSoft Introduction	11
Additional Software Information	15

GDPR Introduction

Generalities

GDPR (General Data Protection Regulation) is a regulation in EU law on data protection and privacy for all European individuals. GDPR is dedicated for only EU area and it provides data protection and privacy for all European citizens in EU.

The general data protection regulation (2016/679) was replaced with "Data Protection Directive 95/46/EC" in 2016. GDPR was come into operation at 25th of May 2018.

Schneider Electric upgraded their products with GDPR-related features to increase the strength of protection against attack when each individual biometric data is collected.

On the other hand, Schneider Electric provides some set of guides to their clients how to get a proper installation in their site. These sets of guides (Security insurance plan, getting started, Instruction Sheet) are visible in www.se.com website.

GDPR logo on the software:



When you connect to GDPR compliance product through software, GDPR logo appears in the column side. This provides you to be ensured that you connect the software with GDPR mode.

Fingerprint Record Feature

The complete fingerprint is not recorded in the XB5S device and in the Harmony XB5SSoft. The fingerprint data cannot reproduce a fingerprint that can be used for identification.

Harmony XB5SSoft Introduction

Generalities

Harmony XB5SSoft can use two types of devices:

- XB5S device
- MorphoSmart™ Device:

You can use Harmony XB5SSoft to manage all your USB biometric switches from one PC by downloading (storing) a user database to each XB5S device in your park. You can also erase (reset) all information in an XB5S device.

Harmony XB5SSoft manages 2 databases:

- Administrators database:
 - Configuration-administrator (*see page 12*)
 - Users-administrator (*see page 13*)
- Users database:
 - Users (*see page 13*)

XB5S device

The XB5S device which connects to the PC running Harmony XB5SSoft via a USB port is only a fingerprint reader.

XB5S device aims to be used to protect access to restricted area, or equipment by controlling fingerprint. When a finger is recognized, it activates its boolean output to enable the access. It can also be used as a fingerprint reader.

It needs an external 24 Vdc power supply.

MorphoSmart™ Device

The MorphoSmart™ device is a fingerprint reader only.

It connects to the PC running Harmony XB5SSoft via a USB port.

It does not contain any fingerprint data.

The MorphoSmart™ device does not need an external power supply; it is powered through the USB connection.

Thus, you can use it to record fingerprints in your office instead going to an XB5S device located away from your office. It can be used as well to authenticate an administrator.

Configuration-Administrators


The configuration-administrator authorizes:

- Managing administrators (create, delete, and modify)
- Managing the configuration of the software (language, Automatic software-lock timeout, database paths)
- Dealing with GDPR-related features:
 - Activate or not the GDPR-related features of the software
 - Process GDPR-related functions such as user's personal data export

NOTE: If there remains only one configuration-administrator enrolled, this configuration-administrator cannot be deleted.

The administrator database contains, for each enrolled administrator, the following information:

- Administrator identifier (ID)
Each administrator identifier must be unique.
- 1 or 2 fingerprints (**Finger 1, Finger 2**)
- Date of enrollment (**Date of record**)
- ID of the configuration-administrator who enrolled this administrator (**Recorded by**)

 <p>General Data Protection Regulation</p>	<p>GDPR RECOMMENDATION</p>
<p>RISK IF THERE IS ONLY ONE CONFIGURATION-ADMINISTRATOR It is strongly recommended to record more than one configuration-administrator. Should the single configuration-administrator become no longer available, it will be impossible to export user personal data. Failure to follow these instructions can make it more difficult to comply with GDPR requirements.</p>	

<p>GLOBAL RECOMMENDATION</p>
<p>RISK IF THERE IS ONLY ONE CONFIGURATION-ADMINISTRATOR It is strongly recommended to record more than one configuration-administrator. If you do not take this precaution, some important action will be impossible to execute in case of the configuration-administrator is no longer available, such as:</p> <ul style="list-style-type: none">● Recording a new configuration-administrator● Managing users-administrators (create, delete, modify, ...)● Modifying the software configuration

Users-Administrators

The users-administrators authorize:

- Managing users (create, delete, and assignment)
- Storing of a user database in an XB5S device
- Resetting an XB5S device by storing an empty database in it
- Detaching an XB5S device from a user database (if, for example, it is to be replaced by another XB5S device)
- Deleting an XB5S device from a user database

The administrator database contains, for each enrolled administrator, the following information:

- Administrator identifier (ID)
Each administrator identifier must be unique.
- 1 or 2 fingerprints (Finger 1, Finger 2)
- Date of enrollment (Date of record)
- ID of the configuration-administrator who enrolled this administrator (Recorded by)

Users

The users are authorized to operate equipment or access to a restricted area controlled by an XB5S device using their fingerprints.

The user database contains, for each enrolled user, the following information:

- User identifier (ID)
Each user identifier must be unique.
- **Comments**, for user-specific information, such as:
 - The team the user belongs to
 - The type of license or authorization the user is entitled to
 - Any type of information that can help classify user authorizations for each XB5S device
- 1 or 2 fingerprints (Finger 1, Finger 2)
- Date of enrollment (Date of record)


The user database is a matrix based on the relationship between the users and an XB5S device.

Overview

Here is an example of a user matrix:

Users list					XB5S Device Allocations list				
ID ⁽¹⁾	Finger 1	Finger 2	Date of Record	Comments	Main Gate	Office Door	Forklift	Station 1	Station 2
User 1	Right Middle Finger		2019-03-01		x	x		x	x
User 2	Right index		2019-03-01		x	x	x		
User 3	Right index		2019-03-01		x	x			
User 10	Right Thumb	Right index	2019-01-02						x
User 11	Right Thumb	Right index	2019-01-02						x

1 For GDPR recommendation, user's name must not be used.

 <p>General Data Protection Regulation</p>	<p>GDPR RECOMMENDATION</p>
<p>RISK IF IDENTIFIER IS TOO EXPLICIT The identifier of an administrator or a user must not be explicit. It is strongly recommended to use pseudonym or codification for identifier. Failure to follow these instructions can make it more difficult to comply with GDPR requirements.</p>	

Additional Software Information

Prerequisites

The following operating systems are supported by Harmony XB5SSoft

- Microsoft Windows 7 32 bits
- Microsoft Windows 7 64 bits
- Microsoft Windows 10 32 bits
- Microsoft Windows 10 64 bits

Updates of Harmony XB5SSoft are automatically signaled as notifications by the “Schneider Electric Software Update” embedded tool. It provides the capability to download and install directly the notified update.

It is also possible to find the latest version of Harmony XB5SSoft by going to www.se.com. Then search on “XB5S”.

Be sure to save Harmony XB5SSoft so that you do not lose updated databases in case of a problem with your PC.

Vijeo Designer

Vijeo Designer is no more supported by Harmony XB5SSoft starting from version software V2.0 and higher.

Vijeo Designer is only supported by Harmony XB5SSoft version software V1.1.

Conventions

The following typographic conventions are used in this operation guide.

Format	Represents
Bold	For user input, enter words or phrases shown in bold as they appear. Menu names and options, commands and toolbar names, and dialog box names and options are also shown in bold type.
UPPER CASE	Keyboard names, combinations, and sequences are shown in all uppercase letters. For example, the keyboard shortcut for creating a new application is CTRL+N. To perform this shortcut, press and hold the CTRL key and then press the N key.
File → Open	The arrow indicates a menu selection. In this instance, go to the File menu to select the Open command.

Menus

The tasks explained in this document use the icons and the right-click contextual menus to access functions. However, all these functions are also available in the menus.

Online/Offline

In the procedures of this document, **Online/Offline** information is indicated when:

- **Offline:**
These are manipulations that can be done when no XB5S device or MorphoSmart device is connected to the PC.
- **Online:**
These are manipulations that require an XB5S device or MorphoSmart device to be connected to the PC.

Chapter 2 Configuration

What Is in This Chapter?

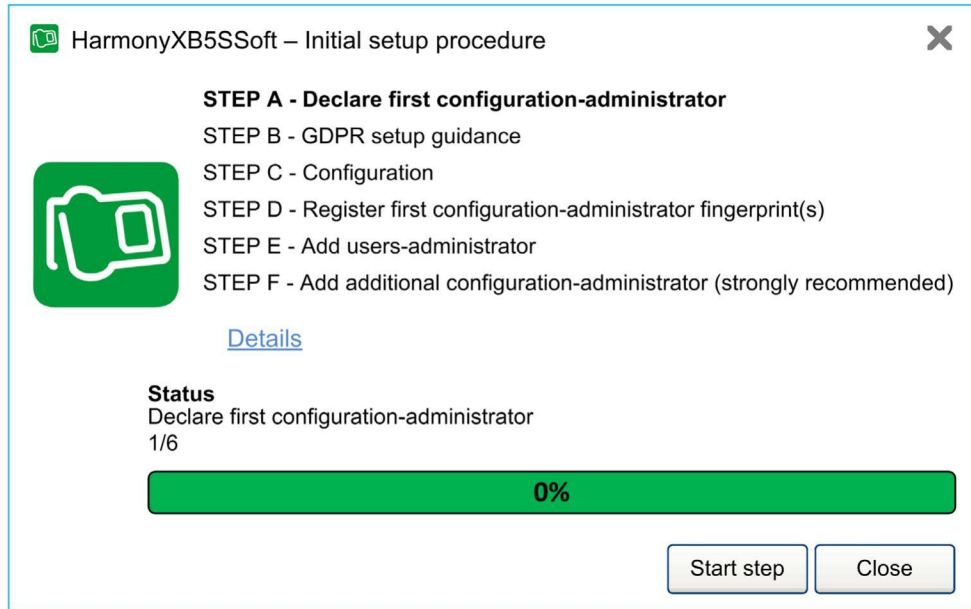
This chapter contains the following topics:

Topic	Page
Configuration at First Launch	18
Harmony XB5SSoft Configuration	28

Configuration at First Launch

First Launch

The first time you launch Harmony XB5SSoft, the **Initial setup procedure** starts.



The **Initial setup procedure** is composed by 6 steps:

- STEP A - Declare first configuration-administrator (*see page 19*)
- STEP B - GDPR setup guidance (*see page 20*)
- STEP C - Configuration settings (*see page 21*)
- STEP D - Register first configuration-administrator fingerprints (*see page 22*)
- STEP E - Add users-administrator (*see page 25*)
- STEP F - Register additional configuration-administrator (strongly recommended) (*see page 27*)

The **Initial setup procedure** is designed as a step-by-step wizard. At each step, click **Details** to get relevant information.

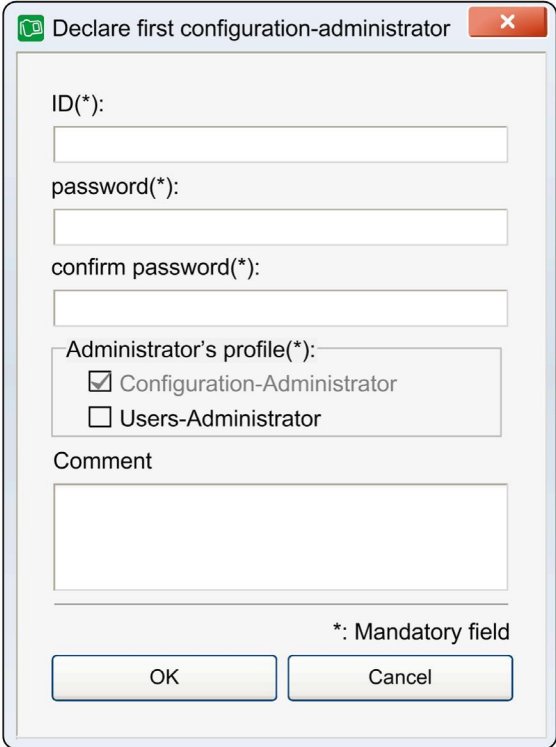
At each step, you can either:


- Click **Start step** to run the highlighted step
- Click **Previous Step** to go back to the previous step
- Click **Close** to close Initial setup procedure window & Harmony XB5SSoft

This wizard is displayed at Harmony XB5SSoft launch as long as all the mandatory steps be done.


Once the **Initial setup procedure** is finished (end of STEP E or STEP F), the **End of Initial setup procedure** (*see page 27*) dialog opens.

STEP A - Declare First Configuration-Administrator

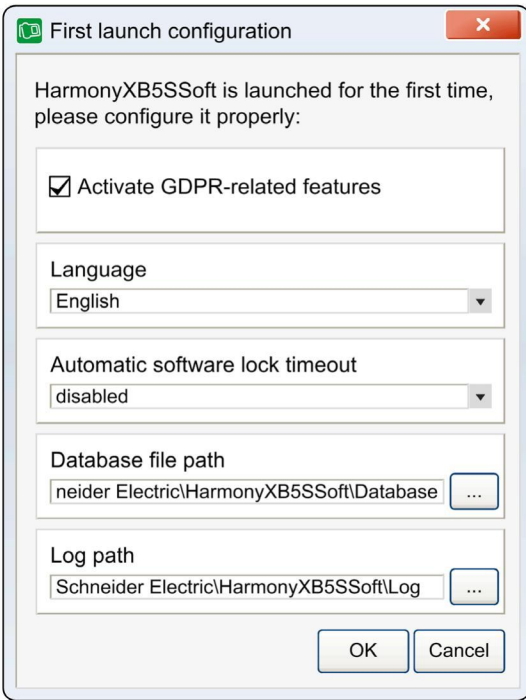
Step	Action
1	<p>The Declare first configuration-administrator dialog opens.</p>  <p>Fulfill the fields:</p> <ul style="list-style-type: none"> ● ID: Identifier of the first configuration-administrator ● Password ● confirm password <p>Type any Comments for the administrator to be added.</p>
2	<p>Select the Administrator's profile. It is possible to select both profiles. The possibility to merge the profiles of configuration-administrator and users-administrator is provided to enhance ease-of-use (in the context of small organizations for instance).</p>
3	<p>Click OK. Result: The dialog closes and the next step becomes highlighted in the Initial setup procedure window.</p>

	<p>GDPR RECOMMENDATION</p>
<p>RISK IF ADMINISTRATORS PROFILES ARE MERGED It is strongly recommended to keep two separate profiles:</p> <ul style="list-style-type: none"> ● Configuration-administrator ● Users-administrator <p>Failure to follow these instructions can make it more difficult to comply with GDPR requirements.</p>	

STEP B - GDPR Setup Guidance

Step	Action
1	<p>The GDPR setup guidance dialog opens.</p>  <p>Select Yes if you are located in Europe. Select Yes if you intend to export your installation in Europe.</p> <p>NOTE: If you have selected at least one Yes, your installation is submitted to GDPR policy about personal data protection. The Activate GDPR-related features will be pre-selected.</p>
2	<p>Click OK. Result: The dialog closes and the next step becomes highlighted in the Initial setup procedure window.</p>

STEP C - Configuration Setup

Step	Action
1	<p>The Configuration dialog opens.</p>  <p>Select/clear the Activate GDPR-related features check box.</p>
2	Select the language .
3	Select the Automatic software-lock timeout : disabled or 1 minute...60 minutes.
4	Type the Database file path or click ... to select a new path. For more details, refer to Harmony XB5SSoft File Paths (see page 28).
5	Type the Log path or click ... to select a new path. For more details, refer to Harmony XB5SSoft File Paths (see page 28).
6	Click OK . Result: The dialog closes and an information window appears indicating that the First configuration-administrator and the software configuration have been saved.
7	Click Close . Result: The dialog closes and the next step becomes highlighted in the Initial setup procedure window.

NOTE: Any time after the first launch, these configuration parameters can be modified. For more details, refer to Harmony XB5SSoft Configuration ([see page 28](#)).

STEP D - Register First Configuration-Administrator Fingerprints

To perform this step, you need to connect a device (XB5S device or MorphoSmart device) to a USB port of the PC.

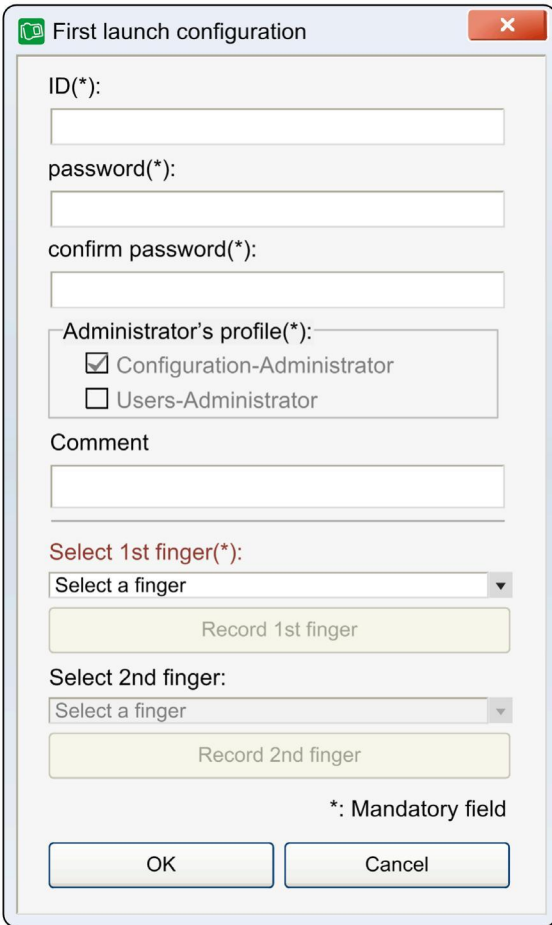
Add a XB5S device to a Harmony XB5SSoft:

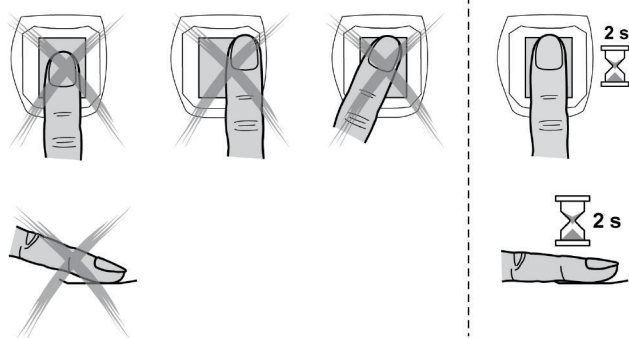
Step	Action
1	Plug a XB5S device to a USB port on your PC. Result: The Connection of a new device dialog opens.
2	Click Use it as a Harmony XB5S device .
3	Click Next . Result: The Attachment of the connected XB5S to the allocation database dialog opens with Add a column in the database and attach this XB5S to it enabled .
4	Click Next . Result: The Add a column dialog opens.
5	In Designation , type a unique name for this XB5S device. In Comments , type and any necessary Comments.
6	Click Next . Result: The New XB5S created! dialog opens.
7	Click Finish . Result: The New XB5S created! dialog closes.

Add a MorphoSmart device to a Harmony XB5SSoft:

Step	Action
1	Plug the MorphoSmart device to a USB port on your PC. Result: The Connection of a new device dialog opens.
2	Click Use it as a fingerprint reader only .
3	Click Next . Result: The message Reader saved! .
4	Click Finish .

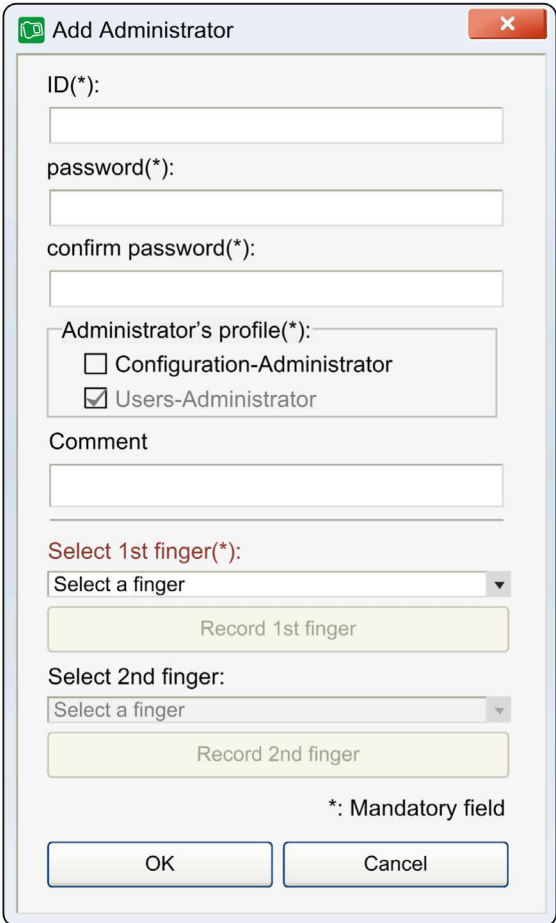
Use this procedure to register first configuration-administrator fingerprints:

Step	Action
1	<p>The Register first configuration-administrator fingerprints dialog opens.</p>  <p>Select the name of the finger to be recorded in the Select 1st finger list.</p>
2	<p>Click Record 1st finger. Result: The Fingerprint record dialog opens. You have 30 seconds to start recording. After 30 seconds finishes, click Record 1st finger again to start the timer again.</p>

Step	Action
3	<p>Place the finger correctly on the sensor of the XB5S device or MorphoSmart device:</p>  <p>Hold the finger on the sensor about 2 seconds (sensor blink + 1 s) before removing it from the sensor. Result:</p> <ul style="list-style-type: none"> • If the finger is already in the database, a message opens: The fingerprint is already in the database. Either click Cancel or choose another finger and continue. • Otherwise, 1st capture in the Fingerprint record dialog changes from In progress to Done.
4	<p>Repeat step 3. Result: 2nd capture in the Fingerprint record screen changes from In progress to Done.</p>
5	<p>Repeat Step 3. Result: 3rd capture in the Fingerprint record screen changes from In progress to Done.</p>
6	<p>It is recommended to repeat steps 1 to 5 for Record 2nd finger.</p>
7	<p>Click OK. Result: The dialog closes and the next step becomes highlighted in the Initial setup procedure window.</p>


GLOBAL RECOMMENDATION
<p>RISK IF THERE IS ONLY ONE FINGERPRINT RECORDED It is strongly recommended to record fingerprints of two fingers, if possible one of each hand. If you do not take this precaution, some important action will be impossible to execute by the user or the administrator in case where his recorded finger is injured so that its fingerprint cannot be recognized.</p>

STEP E - Add Users-Administrator

Step	Action
1	<p>The Add administrator dialog opens.</p>  <p>Fulfill the fields:</p> <ul style="list-style-type: none"> ● ID: Identifier of the users-administrator ● Password ● confirm password <p>Type any Comments for the administrator to be added.</p>


Configuration

Step	Action
2	Select the Administrator's profile . It is possible to select both profiles. The possibility to merge the profiles of configuration-administrator and users-administrator is provided to enhance ease-of-use (in the context of small organizations for instance).
3	Record 1 or 2 fingerprints (<i>see page 41</i>) for the new users-administrator. Click OK. Result: The Add users-administrator dialog closes. Result: The dialog closes and the next step becomes highlighted in the Initial setup procedure window.

	GDPR RECOMMENDATION
RISK IF ADMINISTRATORS PROFILES ARE MERGED It is strongly recommended to keep two separate profiles: <ul style="list-style-type: none">● Configuration-administrator● Users-administrator Failure to follow these instructions can make it more difficult to comply with GDPR requirements.	

STEP F - Register Additional Configuration-Administrator (Strongly Recommended)

Step	Action
1	Repeat the STEP E (<i>see page 25</i>) procedure to add a second configuration-administrator. NOTE: The ID must be new and the fingerprints must be new too. Type the ID and any Comments for the administrator to be added.
2	Result: The Initial setup procedure closes and the End of initial setup procedure is displayed.

	GDPR RECOMMENDATION
<p>RISK IF THERE IS ONLY ONE CONFIGURATION-ADMINISTRATOR It is strongly recommended to record more than one configuration-administrator. Should the single configuration-administrator become no longer available, it will be impossible to export user personal data. Failure to follow these instructions can make it more difficult to comply with GDPR requirements.</p>	

GLOBAL RECOMMENDATION
<p>RISK IF THERE IS ONLY ONE CONFIGURATION-ADMINISTRATOR It is strongly recommended to record more than one configuration-administrator. If you do not take this precaution, some important action will be impossible to execute in case of the configuration-administrator is no longer available, such as:</p> <ul style="list-style-type: none"> ● Recording a new configuration-administrator ● Managing users-administrators (create, delete, modify, ...) ● Modifying the software configuration

End of Initial Setup Procedure

Once the **Initial setup procedure** is finished (end of STEP E or STEP F), a dialog opens.

This dialog informs you that:

- The Initial setup procedure is completed.
- The Software is now ready to be used.
- To manage users and XB5S devices, a users-administrator will have to log in the next time the software will be launched.

Click **Close**.

Result: The **End of initial setup procedure** closes and the Harmony XB5SSoft main screen is displayed, with an empty user database.

Harmony XB5SSoft Configuration

Configuration

Any time after the first launch, the Harmony XB5SSoft configuration parameters can be modified by a configuration-administrator.

Step	Action	Online/Offline
1	Log to the Harmony XB5SSoft as a configuration-administrator.	Offline
2	Plug an already attached or connect a new device (<i>see page 32</i>) (XB5S device or MorphoSmart device).	Online
3	Select in the menu command Tools → Configuration . Result: The Administrator authentication dialog opens.	Online
4	Apply one of your enrolled fingers on the sensor of the XB5S device or the MorphoSmart device for 2 s. The Configuration dialog opens.	Online
5	Select/clear the Activate GDPR-related features check box.	Online
6	Select the language .	Online
7	Select the Automatic software lock timeout : disabled or 1 minute...60 minutes.	Online
8	Type the Database file path or click ... to select a new path. For more details, refer to Harmony XB5SSoft File paths (<i>see page 28</i>).	Online
9	Type the Log path or click ... to select a new path. For more details, refer to Harmony XB5SSoft File paths (<i>see page 28</i>).	Online
10	Click OK . Result: The dialog closes and the software configuration is saved.	Online

Harmony XB5SSoft File Paths

- Database file path:
By default, the administrator database and the user database are saved in *C:/ProgramData/Schneider Electric/HarmonyXB5SSoft/Database*. They are recorded in two files *adminDatabase.xml* and *userDatabase.xml*. These files are encrypted to avoid malevolent use and to help protecting personal data.
- Log file path:
By default, the log files (used to record the actions & events of Harmony XB5SSoft) are in *C:/ProgramData/Schneider Electric/HarmonyXB5SSoft/Log*. These files are signed to help signaling in case of attempt from unauthorized modification of their content.

NOTE: You can locate your databases in a shared area (a server) accessible by several PCs through a network. In this case, contact your network administrator to prevent multiple opening of the databases. Only one software user can access to the database at a time.

NOTE: The network administrator must also give to Harmony XB5SSoft users Windows read and write authorizations for the *usersDatabase.xml* and *adminDatabase.xml* files.

Old Harmony XB5SSoft Database Version

At Harmony XB5SSoft **Initial setup procedure** first launch, if an old version of the database is detected by the software, a dialog opens asking you: **An old version of the database has been detected do you want to load it.** Click **OK** to load it.

Configuration

Chapter 3

Connecting and Detaching Devices

What Is in This Chapter?

This chapter contains the following topics:

Topic	Page
Connecting Devices	32
Detaching Devices	34

Connecting Devices

Connecting an XB5S Device

The procedure describes how to connect a XB5S device to a Harmony XB5SSoft database. The XB5S device is then usable exclusively with this database.

To unlink it, you can either detach (*see page 34*), reset (*see page 58*), or delete (*see page 52*) it from Harmony XB5SSoft.

To add an XB5S device to a Harmony XB5SSoft:

Step	Action	Online/ Offline?
1	Log to the Harmony XB5SSoft as a users-administrator or as a configuration-administrator.	Online
2	Plug the XB5S device to a USB port on your PC. Result: The Connection of a new device dialog opens.	Online
3	Click Use it as a Harmony XB5S device .	Online
4	Click Next . Result: The Attachment of the connected XB5S to the allocation database dialog opens.	Online
5	<ul style="list-style-type: none"> ● If you click Add a column in the database and attach this XB5S to it: Click Next and go to step 6. ● If you click Attach this XB5S to a column of the database: Click Next and go to step 9. 	Online
6	The Add a column dialog opens. In Designation , type a unique name for this XB5S device and any necessary Comments .	Online
7	Click Next . Result: The New XB5S created! dialog opens.	Online
8	Click Finish . Result: There is now an empty column in Allocations for the connected XB5S device. The procedure is finished here for adding a new column.	Online
9	If you previously selected Attachment of the connected XB5S to the allocation database in Step 5, a dialog opens. Choose a column in the dropdown list.	Online
10	Click Finish . Result: The XB5S attached! dialog opens. Click OK .	Online

Adding MorphoSmart Device

Use this procedure to add a MorphoSmart device to a Harmony XB5SSoft:

Step	Action	Online/ Offline?
1	Log to the Harmony XB5SSoft as a users-administrator or as a configuration-administrator.	Online
2	Plug the MorphoSmart device to a USB port on your PC. Result: The Connection of a new device dialog opens.	Online
3	Click Use it as a fingerprint reader only .	Online
4	Click Next . Result: The Reader saved! dialog opens.	Online
5	Click Finish .	Online

A MorphoSmart device:

- cannot be used to store or reset an XB5S device
- allows new user fingerprint recording
- allows administrators authentications

Device Information

For details about a connected XB5S device, use the menu command **XB5S Device** → **About XB5S**.

For details about a configured MorphoSmart device, use the menu command **Tools** → **Reader devices**.

Detaching Devices

Detach XB5S Device for Replacement

An attached XB5S device is identified as being uniquely linked to a database. It cannot be programmed by another database.

Use this procedure to detach an XB5S device from its linked database so that it can be attached to another database:

Step	Action	Online/ Offline?
1	Log to the Harmony XB5SSoft as a users-administrator.	Online
2	Connect the XB5S device to be detached to a USB port on your PC. Result: The statusbar of the Harmony XB5SSoft indicates that a XB5S is connected and the description of the attached column of the database.	Online
3	Right-click the Allocations column attached to the XB5S device.	Online
4	Select Detach XB5S from column . Result: The Administrator authentication dialog opens.	Online
5	Apply the current administrator finger to the XB5S device sensor for 2 s. Result: The Detach XB5S from column dialog opens.	Online
6	Click OK . Results: <ul style="list-style-type: none"> This XB5S device is reset (<i>see page 58</i>) and detached (<i>see page 34</i>) from the database. The message Device successfully detached! appears. NOTE: The user allocations remain in the associated column. This allows attaching a new XB5S device to the column with the same configuration of allocations. For example, replacement of an XB5S device by another one.	Online
7	Click OK . Result: The Connection of a new device dialog opens. NOTE: This dialog opens because the connected XB5S device is no longer recognized by the database. It is now considered as a new connected device.	Online
8	Click Cancel .	Online
9	Unconnect the XB5S device from its USB port.	Online

Delete MorphoSmart Device

Use the procedure to delete a MorphoSmart device from a Harmony XB5SSoft:

Step	Action	Online/ Offline?
1	Log to the Harmony XB5SSoft as a users-administrator.	Offline
2	In the menu, select Tools → Reader Devices Result: The Reader devices dialog opens.	Offline
3	Click the reader to be removed.	Offline
4	Click Delete selected devices .	Offline
5	Click OK . Result: The Reader devices deleted! dialog opens.	Offline
6	Click OK . Result: If the MorphoSmart device is connected, the Connection of a new device dialog opens.	Offline
7	Click Cancel , otherwise, click Close .	Offline

Device Information

For details about a connected XB5S device, use the menu command **XB5S Device → About XB5S**.

For details about a configured MorphoSmart device, use the menu command **Tools → Reader devices**.

Chapter 4

Managing Administrators

Managing Administrators

Overview


Before using Harmony XB5SSoft, there has to be at least:

- One configuration-administrator (*see page 12*)
- One users-administrator (*see page 13*)

Only an enrolled configuration-administrator can manage administrators.


Administrator Enrollment

Use this procedure to add an administrator to the administrator database:

Step	Action	Online/Offline
1	Log to the Harmony XB5SSoft as a configuration-administrator.	Offline
2	Do one of the following actions: 1. Click Key icon:  2. In the menu, select Tools → Manage Administrators Result: The Administrator authentication dialog opens.	Online
3	Apply one of your enrolled fingers on the sensor of the XB5S device or the MorphoSmart device. Hold the finger on the sensor about 2 seconds (sensor blink + 1 s) before removing it from the sensor. Result: The Manage Administrators dialog opens.	Online
4	Click Add . Result: The Administrator authentication dialog opens.	Online
5	Apply one of your enrolled fingers on the sensor of the XB5S device or the MorphoSmart device. Hold the finger on the sensor about 2 seconds (sensor blink + 1 s) before removing it from the sensor. Result: The Add Administrator dialog opens. NOTE: You are now in the Online mode.	Online

Managing administrators

Step	Action	Online/Offline
6	Fulfill the fields: <ul style="list-style-type: none"> ● ID: Identifier of administrator ● Password ● confirm password Type any Comments for the administrator to be added.	Online
7	Select the Administrator's profile : <ul style="list-style-type: none"> ● Configuration-administrator ● Users-administrator ● Or both The possibility to merge the profiles of configuration-administrator and users-administrator is provided to enhance ease-of-use (in the context of small organizations for instance).	Online
8	Record 1 or 2 fingerprints (<i>see page 41</i>) for the new administrator.	Online
9	Click OK. Result: The administrator is added to the Manage Administrators list.	Online

	GDPR RECOMMENDATION
RISK IF ADMINISTRATORS PROFILES ARE MERGED It is strongly recommended to keep two separate profiles: <ul style="list-style-type: none"> ● Configuration-administrator ● Users-administrator Failure to follow these instructions can make it more difficult to comply with GDPR requirements.	

Managing Administrators

There are additional buttons on the **Manage Administrators** dialog:

Button	Used to ...	Online/Offline
Delete	Remove the selected administrator from the list. NOTE: If there is only one configuration-administrator, it cannot be removed from the list.	Online
Modify	Update the comments of the selected administrator.	Online
Sort	Sort the administrator list by the ID , Date of record , Recorded by , or Comments column.	Online
Change password	Change the passwords of other administrators.	Online
Close	Close the Manage Administrators dialog.	Online

Change Your Password


Use this procedure to change your password:

Step	Action	Online/Offline?
1	Log to the Harmony XB5SSoft.	Online
2	Select in the menu command Tools → Change Password . Result: The Administrator authentication dialog opens.	Online
3	Apply one of your enrolled fingers on the sensor of the XB5S device or the MorphoSmart device for 2 s. Result: The Change password opens.	Online
4	Fulfill the fields: <ul style="list-style-type: none"> ● Current password ● New Password ● Confirm new password 	Online
5	Click Accept . Result: the procedure changes the password of your current logged-in profile (user-administrator or configuration-administrators).	Online

Change the Passwords of Other Administrators

If an administrator lost its password, a configuration-administrator can allow him to enter a new password.

Use this procedure to change any password:

Step	Action	Online/Offline?
1	Log to the Harmony XB5SSoft as a configuration-administrator.	Offline
2	Do one of the following actions: 1. Click Key icon:  2. In the menu, select Tools → Manage Administrators Result: The Administrator authentication dialog opens.	Online
3	Apply one of your enrolled fingers on the sensor of the XB5S device or the MorphoSmart device for 2 s. Result: The Manage Administrators dialog opens.	Online
4	Select the administrator who needs to change its password.	Online
5	Click Modify . Result: The Administrator authentication dialog opens.	Online

Managing administrators

Step	Action	Online/ Offline?
5	Apply one of your enrolled fingers on the sensor of the XB5S device or the MorphoSmart device for 2 s. Result: The Modify Administrators dialog opens.	Online
6	The administrator who needs to change its password must fulfill the fields: <ul style="list-style-type: none">● password● confirm password	Online
7	Click OK. Result: The Administrator authentication dialog opens.	Online
8	The administrator that has changes its password must apply one of its enrolled fingers on the sensor of the XB5S device or the MorphoSmart device for 2 s. Result: the procedure changes the password of the administrator (user-administrator or configuration-administrators).	Online

Chapter 5

Recording Fingerprints

Recording Fingerprints

Overview

To operate equipment controlled by an XB5S device, a user must have 1 or 2 fingerprints recorded in the XB5S device. By recording fingerprints for a user only 1 time in the Harmony XB5SSoft **Users** database, you can add the user to as many XB5S device as you want. The user does not need to manually record a fingerprint at each XB5S device.

NOTE: One configuration-administrator must have fingerprints recorded before enrolling new administrators.

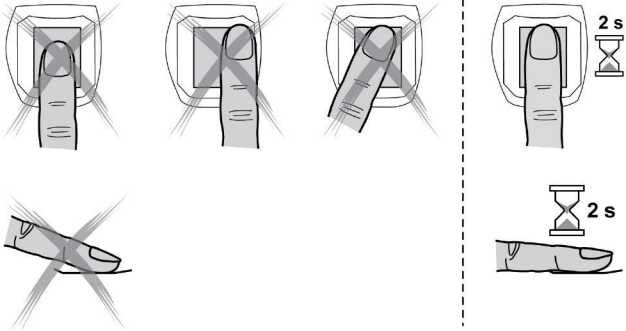
All administrators can be added only by a configuration-administrator.

Each recorded administrator has to record its own fingerprints. For this, he needs the authentication of current logged-in configuration-administrator.

Recording Fingerprints Procedure

Use this procedure to record a fingerprint:

Step	Action	Online/ Offline?
1	Access to one of the following dialogs: <ul style="list-style-type: none">● Add Administrators: Refer to Managing Administrators (<i>see page 37</i>).● Add User: Refer to Managing Users (<i>see page 44</i>).● Modify User: Double-click a User.	Online
2	Enter the requested information above Select 1st finger .	Online
3	Select the name of the finger to be recorded in the Select 1st finger list.	Online
4	Click Record 1st finger . Result: The Fingerprint record dialog opens. You have 30 seconds to start recording. After 30 seconds finishes, click Record 1st finger again to start the timer again.	Online

Step	Action	Online/ Offline?
5	<p>Place the selected finger correctly on the sensor of the XB5S device or MorphoSmart device:</p>  <p>Hold the finger on the sensor about 2 seconds (sensor blink + 1 s) before removing it from the sensor. Result: 1st capture in the Fingerprint record screen changes from In progress to Done.</p>	Online
6	<p>Repeat step 5. Result: 2nd capture in the Fingerprint record screen changes from In progress to Done.</p>	Online
7	<p>Repeat Step 5. Result:</p> <ul style="list-style-type: none"> ● If the finger is already in the database, a message opens: The fingerprint is already in the database. Click Close. Go to step 4 and choose another finger. ● Otherwise, 3rd capture in the Fingerprint record dialog changes from In progress to Done. <p>You returned to either:</p> <ol style="list-style-type: none"> 1. Add Administrator dialog 2. Add User dialog 	Online
8	<p>It is recommended to record a second fingerprint:</p> <ul style="list-style-type: none"> ● Select the name of the finger to be recorded in the Select 2nd finger list. ● Repeat steps 3 to 7. 	Online
9	<p>Click OK to finish recording. The new administrator or user is now recorded in Harmony XB5SSoft database. You returned to either:</p> <ol style="list-style-type: none"> 1. Add Administrator dialog: new administrator appears in the Manage Administrators list 2. Add User dialog: the new user appears in the Users list 	Online

GLOBAL RECOMMENDATION
<p>RISK IF THERE IS ONLY ONE FINGERPRINT RECORDED It is strongly recommended to record fingerprints of two fingers, if possible one of each hand. If you do not take this precaution, some important action will be impossible to execute by the user or the administrator in case where his recorded finger is injured so that its fingerprint cannot be recognized.</p>

Chapter 6

Managing Users

What Is in This Chapter?


This chapter contains the following topics:


Topic	Page
Managing Users	44
Exporting Users	48

Managing Users

User Enrollment


Use this procedure to add a user to the user database (**User** list):


Step	Action	Online/ Offline?
1	Log to the Harmony XB5SSoft as a Users-administrator.	Offline
2	Click  above the Users list.	Offline
3	Enter the ID, and Comments (if necessary). NOTE: The ID can be letters, numbers, or a mixture.	Offline
4	Record 1 or 2 fingerprints (<i>see page 41</i>) for the new user. Result: The user is added to the Users list.	Online

	<p>GDPR RECOMMENDATION</p>
<p>RISK IF IDENTIFIER IS TOO EXPLICIT The identifier of an administrator or a user must not be explicit. It is strongly recommended to use pseudonym or codification for identifier. Failure to follow these instructions can make it more difficult to comply with GDPR requirements.</p>	

User Deletion

Use this procedure to remove users from the user database (**Users** list):




Step	Action	Online/ Offline?
1	Log to the Harmony XB5SSoft as a Users-administrator.	Offline
2	Select the user to delete. NOTE: Use the CTRL key to select several users as targets for the delete operation.	Offline
3	Click  above the Users list. Result: The Delete users dialog opens.	Offline
4	Click OK . Result: The Administrator authentication dialog opens.	Online
5	Apply one of your enrolled fingers on the sensor of the XB5S device or the MorphoSmart device. Hold the finger on the sensor about 2 seconds (sensor blink + 1 s) before removing it from the sensor. Result: The Delete Users dialog opens.	Online
6	Click OK . Result: The user is removed from the Users list.	Online

	GDPR RECOMMENDATION
<p>RISK TO BE NOT COMPLIANT WITH "RIGHT TO BE FORGOTTEN" ARTICLE 17 OF GDPR REGULATION</p> <p>After deleting a user from the software database, you must store, in a appropriate delay, the new user databases in each related XB5S device. The delay depends on your country regulation. Failure to follow these instructions can make it more difficult to comply with GDPR requirements.</p>	

NOTE: To remove a user from an XB5S device Allocations column, refer to Remove a user ([see page 55](#)).

User Contextual Menu

If you right-click on a user, a menu with the following items opens:

Item	Used to ...	Online/ Offline?
Modify User	Update the user Comments . Also, if not already done, a second finger can be recorded. NOTE: Double-clicking a user also allows modification of a user.	Offline
Replace User	Replace the user with a new user that has the same allocations, see <i>Managing Users (see page 44)</i> .	Offline
Delete User	Remove the user from the user list (the same as clicking  above the Users list).	Offline
Export User	Refer to <i>Exporting Users (see page 48)</i> .	Online
Copy	Copy the allocations of a user. NOTE: See <i>Copying/Pasting New Users (see page 47)</i> .	Offline
Paste	Paste copied user allocations to another user. NOTE: Use the CTRL key to select several users as targets for the paste operation.	Offline
Sort Users by	Sort the user list by the ID , Date of record or Comments column.	Offline
Filter Users	Filter the user list to show only users that have the same ID , or Comments . They can also be filtered to show a range of Date of record . When this list is filtered, a small icon appears above Users list:  You can click this icon to directly open the Filter Users dialog.	Offline
Show/hide Users Properties	Show or hide any of the Finger 1 , Finger 2 , Date of record and Comments columns.	Offline
Show/hide Users	Show or hide users in the list. When users are hidden, a small icon appears above Users list:  You can click this icon to directly open the Show/hide Users dialog.	Offline

Copying/Pasting New Users

If you have many users to add to XB5S device, you can use certain programs to list the users you want to add.

To use Microsoft Excel:

Step	Action	Online/ Offline?
1	In Excel, list the user ID in one column.	Offline
2	Copy the column.	Offline
3	Log to the Harmony XB5SSoft as a Users-administrator.	Offline
4	In Harmony XB5SSoft, open the right-click contextual menu in the Users list and choose Paste or press CTRL+V . Result: The users are added to the Users list.	Offline
5	Add fingerprints (<i>see page 41</i>) for each user. Enter any necessary Comments .	Online

To use Microsoft Word:

Step	Action	Online/ Offline?
1	List the user ID on a line.	Offline
2	Repeat steps 1 each user on a new line.	Offline
3	Copy all user lines.	Offline
4	Log to the Harmony XB5SSoft as a Users-administrator.	Offline
5	In Harmony XB5SSoft, open the right-click contextual menu in the Users list and choose Paste or press CTRL+V . Result: The users are added to the Users list.	Offline
6	Add fingerprints (<i>see page 41</i>) for each user. Enter any necessary Comments .	Online


Exporting Users

Exporting Users

If GDPR-related features are enabled, a configuration-administrator can export the data related to a user in order to provide them to him on demand.

Use this procedure to export user data:

Step	Action	Online/ Offline?
1	Log to the Harmony XB5SSoft as a configuration-administrator.	Offline
2	Select one user in the Users list.	Online
3	In the menu, select Users → Export User . Result: The Dialog dialog opens.	Online
4	Type the password to use to create the ZIP file.	Online
5	Type again the password in the Confirm password field.	Online
6	Click OK . Result: The Administrator authentication dialog opens.	Online
7	Apply the current configuration-administrator finger on the sensor of the XB5S device or MorphoSmart device. Hold the finger on the sensor about 2 seconds (sensor blink + 1 s) before removing it from the sensor. Result: A window opens to allow you to select the file location, and to modify the file name if needed.	Online
8	Click OK . Result: The Zip file is created in the indicated folder. NOTE: To unzip it, type the password provided in steps 4 and 5. The embedded file type is .JSON. It can be opened and read in any text editor.	Online

	GDPR INFORMATION
This feature is designed to help complying with GDPR requirements regarding personal data portability.	

Chapter 7

Managing Allocations

What Is in This Chapter?

This chapter contains the following topics:

Topic	Page
Managing Allocations Columns	50
Managing User Allocations	55

Managing Allocations Columns

Introduction

An allocation column is the link between users and the XB5S device. Each column corresponds to a different XB5S device. The column of the currently attached XB5S device has an icon in the header of the column.

The main actions on the allocations columns are:

- Adding Columns (*see page 51*)
- Adding a column by plugging in an XB5S Device (*see page 51*)
- Deleting a Column Not Attached (*see page 51*)



When the column is already attached to a XB5S Device:

- Deleting an attached allocation column with the XB5S device (*see page 52*)
- Deleting an attached allocation column without the XB5S device (*see page 53*)




If a user-administrator right-clicks on a column, the allocation contextual menu (*see page 54*) opens.

Column Header

In the header of the column attached to a XB5S device there are 2 types icons:


Icon	Description
	The attached XB5S device is plugged to the PC.
	The attached XB5S device is not plugged to the PC.

In the header of the column, if the GDPR-Related features are enabled, GDPR-related feature capability of the XB5S device is also indicated:

Icon	Description
	The GDPR-related feature capability of the XB5S device is enabled.
	The GDPR-related feature capability of the XB5S device is not yet enabled. It will be automatically enabled at the next communication with the PC.
	The XB5S device has no GDPR-related feature capability.

Adding Additional Columns

Use this procedure to add a column to the **Allocations** list:

Step	Action	Online/ Offline?
1	Log to the Harmony XB5SSoft as a Users-administrator.	Offline
2	Click  above the Allocations list. Result: The Add column dialog opens.	Offline
3	Enter the Designation and any necessary Comments .	Offline
4	Click OK . Result: An information dialog opens.	Offline
5	Click Close . Result: A new column is added to the Allocations list.	Offline


Adding a Column by Plugging in an XB5S Device

When you plug an undefined XB5S device into a USB port, you can select the option **Add a column in the database and attach this XB5S** to it to create the column and automatically attach the XB5S device to it.

For more details, refer to Adding an XB5S device (*see page 32*).


Deleting a Column Not Attached

Use this procedure to remove a column not attached to any XB5S device from the **Allocations** list:

Step	Action	Online/ Offline?
1	Log to the Harmony XB5SSoft as a Users-administrator.	Offline
2	Select a column.	Offline
3	Click  above the Allocations list. Result: The Delete column dialog opens.	Offline
4	Click OK . Result: The Columns successfully deleted! dialog opens. The selected column is removed from the Allocations list.	Offline
5	Click Close .	Offline

Deleting an Attached Allocation Column with the XB5S device

Use this procedure to remove a column from the **Allocations** list and to remove the XB5S device from your equipment (The device can be reprogrammed with **Harmony XB5SSoft**):

Step	Action	Online/Offline?
1	Log to the Harmony XB5SSoft as a Users-administrator.	Offline
2	Plug the targeted XB5S device to the PC.	Online
3	Select the column of the targeted XB5S device.	Online
4	Click  above the Allocations list. Result: The message Column XXX will be deleted. The connected device will be reset before deletion.	Online
5	Click OK . Result: The Administrator authentication dialog opens.	Online
6	Apply one of your enrolled fingers on the sensor of the XB5S device or the MorphoSmart device. Hold the finger on the sensor about 2 seconds (sensor blink + 1 s) before removing it from the sensor. Result: The column is removed from the Allocations list and the XB5S device is detached (<i>see page 34</i>), reset (<i>see page 58</i>), and deleted (<i>see page 54</i>) from the database. The plugged XB5S device is no longer recognized by this database. Because it is now considered to be a new XB5S device, the Connection of a new device dialog opens.	Online
7	Click Cancel .	Online
8	Unplug the XB5S device from the PC.	Online


Results:

- Allocation column removed from Harmony XB5SSoft.
- User Allocations (x): cleared.
- XB5S device is reset (*see page 58*); empty user database.
- XB5S device detached (*see page 34*); XB5S device available for use in another context.

Deleting an Attached Allocation Column without the XB5S device

It is recommended to use the following procedure to remove an XB5S device from service (for instance a broken one). As a result of this procedure the XB5S device **can no longer** be programmed with Harmony XB5SSoft.

Use this procedure to remove an XB5S device (A) from service:

Step	Action	Online/ Offline?
1	Log to the Harmony XB5SSoft as users-administrator.	Offline
2	Plug another XB5S device (B) to the PC.	Online
3	Select the column of the device (A) to be removed from service.	Online
4	Click  above the Allocations list. Result: The Administrator authentication dialog opens.	Online
5	Apply one of your enrolled fingers on the sensor of the XB5S device or the MorphoSmart device. Hold the finger on the sensor about 2 seconds (sensor blink + 1 s) before removing it from the sensor. Result: The message is displayed: Deleting this column makes device unusable with Harmony XB5SSoft.	Online
6	Click OK. Result: It is impossible to program this XB5S device (A) with Harmony XB5SSoft.	Online
7	Unplug the XB5S device (B) from the PC.	Online

Results:



- Allocation column removed from Harmony XB5SSoft.
- User Allocations (x): cleared.
- XB5S device unchanged.
- XB5S device still attached: XB5S device no more usable in any other context.

NOTE: To replace a broken XB5S device by another one, copy/paste the column before deleting it and then attaching a new device to the copied column.

NOTE: The removed XB5S device (A) must be disposed according to the rules of the company / organization using it.

Allocations Contextual Menu

If a users-administrator right-clicks on a column, a menu with the following items opens:

Item	Used to ...	Online/ Offline?
Modify Description	Modify the Designation and Comments .	Offline
Detach XB5S from column	Detach the XB5S device from its column: <ul style="list-style-type: none"> It requires the current logged-in user-administrator fingerprint authentication. The XB5S device is reset (<i>see page 58</i>). The users are not removed from the column. <p>NOTE: This feature is recommended when this device needs to be used in another context or another database or to replace an XB5S device by another XB5S device. This new XB5S device can be attached to same column as the old XB5S device using Attach XB5S to column.</p> <p>NOTE: Refer to Detach XB5S from column (<i>see page 34</i>).</p>	Online
Attach XB5S to column	Attach the unattached XB5S device to a column.	Online
Delete Column	Delete a column and its user information. NOTE: Refer to Deleting a Column (<i>see page 51</i>).	Offline
Copy	Copy a column with its user information.	Offline
Paste	Paste the copied column to the target column. NOTE: Use the CTRL key to select several target columns.	Offline
Sort Columns by	Sort the columns by the Designation , ID , Date of last update or Comments .	Offline
Filter Columns	Filter the columns to show only columns that have the same Designation or Comments . They can also be filtered to show a range of Date of update . When a column is filtered, a small icon appears above Allocations list:  You can click this icon to directly open the Filter Columns dialog.	Offline
Show/hide Columns	Show or hide the columns according to their Designation . When columns are hidden, a small icon appears above Allocations list:  You can click this icon to directly open the Show/hide Columns dialog.	Offline

Managing User Allocations

Adding a User Allocation

To allocate a user to an **Allocations** column, double-click the line in the column that corresponds to the user.

An **X*** appears in the column line. The ****** means that the database has not been stored (*see page 57*) into the attached XB5S device since the user was allocated to the XB5S device column.

NOTE: Up to 200 users can be assigned to a column, that is, 200 users (with 1 or 2 fingerprints) per XB5S device.

Removing a User Allocation

To remove a user from an XB5S device **Allocations** column, double-click the line in the column that corresponds to the user.

Allocations

Chapter 8


Storing and Resetting an XB5S Device

Storing and Resetting

Store Procedure

NOTE: Never unplug the XB5S device during the store operation. Unplugging it during a store operation may make the XB5S device no longer programmable by Harmony XB5SSoft.

Use this procedure to download the user database from the PC to the connected XB5S device:


Step	Action	Online/ Offline?
1	Log to the Harmony XB5SSoft as a users-administrator.	Offline
2	Do one of the following actions: 1. Click Store icon.  2. In the menu, select XB5S Device → Store to XB5S Result: The Store to XB5S dialog opens.	Online
3	If you agree with the message in the dialog, click OK . Result: The Administrator authentication dialog opens.	Online
4	Apply one of your enrolled fingers on the sensor of the XB5S device for 2 s. Result: The Store to XB5S dialog opens again.	Online
5	When the Storage successful message appears, click Close . Result: The allocated users are stored in the target XB5S device.	Online

Reset Procedure

NOTE: Never unplug the XB5S device during the reset operation. Unplugging it during a reset operation may make the XB5S device no longer programmable by Harmony XB5SSoft.

Resetting the current connected XB5S device erases all data stored in its memory.

Use this procedure to delete all data in the connected XB5S device:

Step	Action	Online/ Offline?
1	Log to the Harmony XB5SSoft as a users-administrator.	Offline
2	Do one of the following actions: 1. Click Reset icon.  2. In the menu, select XB5S Device → Reset XB5S Result: The Reset XB5S dialog opens.	Online
3	Apply one of your enrolled fingers on the sensor of the XB5S device for 2 s. Result: The Reset XB5S dialog opens again.	Online
4	Click Close . Result: All data in the XB5S device is erased by storing an empty user database in it. The Allocations column content for the XB5S device is not affected.	Online

Results:

- Allocation column unchanged.
- User Allocations (x): unchanged.
- XB5S device is reset (*see page 58*); empty user database.
- XB5S device still attached to the allocation column.

Chapter 9

Managing Device

Managing Device

Introduction

Several functions are used to manage an XB5S device depending on your needs:

- Connect a Device
- Reset a Device
- Attach a Device
- Detach a Device
- Replacing a broken XB5S device by a new one

When the column is already attached to a XB5S Device:

- Deleting an attached allocation column with the XB5S device (*see page 52*)
- Deleting an attached allocation column without the XB5S device (*see page 53*)

Connect a XB5S device Function

Plugging in a new XB5S device on the PC launches the Connect XB5S device (*see page 32*) procedure that makes you able to:

- Create a new allocation column and attach the XB5S device to it
- Attach the XB5S device to an existing allocation column (the column must not be already attached to another XB5S device).

Reset Function

The reset XB5S device function allows erasing the memory in the device while keeping it attached to the allocation column.

For more details, refer to Reset procedure (*see page 58*).

Attach Function

The attach function allows linking a previously detached XB5S device to an allocation column of the Harmony XB5SSoft database. The XB5S device is then usable exclusively with this database.

Detach Function


The detach XB5S device function allows detaching and resetting an XB5S device while keeping its **Allocations** configuration in the database.

The detach XB5S device function is the best way to replace an XB5S device by a new one. This is because it keeps the **Allocations** configuration of the original XB5S device. By attaching the new XB5S device to the column of the original device, the new device (after a store [\(see page 57\)](#) operation) has exactly the same configuration as the old device.

For more details, refer to Detach XB5S Device for Replacement [\(see page 34\)](#).

Replacing a Broken XB5S Device by a New One

Use this procedure to replace an out-of-order XB5S device (A) by a new XB5S device (B):

Step	Action	Online/Offline?
1	Log to the Harmony XB5SSoft as users-administrator.	Offline
2	Create a new allocation column (see page 51) for the XB5S device (B). Copy/Paste the user allocation content of the XB5S device (A) column into the XB5S device (B) column. Rename the allocation column attached to the XB5S device (A) and the XB5S device (B).	Online
3	Plug the new XB5S device (B) and attach it to the new allocation column. Refer to connect an XB5S device (see page 32) .	Online
4	Select the allocation column of the XB5S device (A) to be replaced.	Online
5	Click  above the Allocations list. Result: The Administrator authentication dialog opens.	Online
6	Apply one of your enrolled fingers on the sensor of the XB5S device for 2 s. Result: The message is displayed: Deleting this column makes device unusable with Harmony XB5SSoft.	Online
7	Click OK. Result: It is impossible to program XB5S device (A) with neither Harmony XB5SSoft.	Online
8	Store the user database into the XB5S device (B) (see page 57) .	Online
9	Unplug the XB5S device (B) from the PC.	Online

Results:

- Allocation column: unchanged (if you renamed it correctly)
- User Allocations (x): unchanged.
- XB5S device (A) unchanged but no more usable in any other context (not programmable by neither Harmony XB5SSoft).
- XB5S device (B) replace the out-of-order XB5S device (A).

Chapter 10

Troubleshooting

Troubleshooting

Introduction

Using this table to find the solution to issues you have with Harmony XB5SSoft:

	Issue	Cause	To Solve the Issue
1	While capturing a fingerprint using an XB5S device or MorphoSmart device, Harmony XB5SSoft takes a long time to display the three steps of capture.	The glass of the biometric switch sensor is dirty.	Regularly clean the glass of the biometric device sensor.
2	When you copy several users and paste them in Harmony XB5SSoft; you get a detected error message.	It is not possible to have a user ID more than one time in the grid.	Pasting users as new users is only possible if the users have been copied from outside Harmony XB5SSoft (for example, Word or Excel). Verify that all IDs are different.
3	You have lost your Harmony XB5SSoft password.		Ask a configuration-administrator (different from the one who has forgotten his password) to allow you to change your password. Refer to change password procedure (see page 39). ATTENTION: If there is no other configuration-administrator recorded, you are not able to log to this Harmony XB5SSoft anymore.
4	When connecting a device, you get the following message: "The connected device is used and programmed by another database. You will not be able to program it or reset it with this database"	The XB5S device has been programmed on another PC. A biometric switch content cannot be modified by any PC. It can be reset or re-programmed only by the PC using the database which has previously programmed it.	Detach (see page 34) the XB5S device biometric switch from its original database to be able to program it by a new database. If you do not have access to the original database, contact Schneider Electric;
5	When detaching a device, you get the following message: "The XB5S device ('serial number') must be connected to be detached from column ('column designation')".	The detach (see page 34) operation resets the associated XB5S device to make it usable by any other PC with Harmony XB5SSoft.	Plug the indicated XB5S device that is attached to the indicated column to carry out the detach (see page 34) operation.

Troubleshooting

	Issue	Cause	To Solve the Issue
6	A XB5S device, declared as a reader, cannot be attached to a column.	Only a biometric switch declared as an XB5S device can be attached to a column.	<p>Remove this device from the list of readers:</p> <ul style="list-style-type: none"> ● Tools → Read devices ● Select the relevant device ● Click Delete selected device <p>The Connection of a new device dialog opens.</p> <ul style="list-style-type: none"> ● Click use it as a Harmony XB5S device <p>To attach the XB5S device to a column, you must apply the following function: Command menu Allocations → Attach XB5S to Column.</p>
7	In the lower right status bar, it says "Several devices are connected".	Harmony XB5SSoft can manage only one device at a time.	Disconnect all but one device so that only one device remains connected to the PC.
8	You get the following message "Only one configuration-administrator is recorded" each time you launch Harmony XB5SSoft.	You have only one configuration-administrator enrolled.	<p>Record a second configuration-administrator as soon as possible.</p> <p>NOTE: If only one configuration-administrator is enrolled and that administrator is not available, nobody will never be able to do any of the tasks reserved to a configuration-administrator in this database.</p> <p>ATTENTION: If there is only one administrator (merging the configuration-administrator profile and the users-administrator profile), nobody will never be able to use this database anymore.</p> <p>ATTENTION: In these cases, even Schneider Electric has no means to allow someone to use the database (in order to provide the best-possible personal data protection).</p> <p>As a result you will need to delete your database and to recreate a new database, and thus to record again all the users.</p> <p>For all the XB5S devices used in this database, you will have to use the procedure detailed in the topic 4 of this table.</p>

	Issue	Cause	To Solve the Issue
9	The database administrator(s) are unavailable.	Administrator(s) left the company or are otherwise no longer available.	<p>If there is at least one remaining configuration-administrator available, he just have to create a new one, and to remove the unavailable one from the database.</p> <p>If there is no remaining configuration-administrator, see topic 8 of this table.</p>
10	You are an administrator of the database and you want to use an XB5S in the operational mode.	Administrators of Harmony XB5SSoft are not stored in the XB5S device. Only users are recorded in the XB5S device.	You must be enrolled as a user.

Glossary



A

Allocation column

An allocation column is the link between users and the XB5S device. Each column corresponds to a different XB5S device.

Attach

Attach function allows you to link a XB5S device to an allocation column of the Harmony XB5SSoft database.

Result: XB5S device is then usable exclusively with this database.

C

Connect function

Connect function allows you to attach a XB5S device to an allocation column of the Harmony XB5SSoft database.

Result: XB5S device is then usable exclusively with this database.

D

Detach

Detach function allows you to unlink an attached XB5S device from the allocation column of the Harmony XB5SSoft database.

Result: XB5S device is available for use in another Harmony XB5SSoft database.

G

GDPR

(General Data Protection Regulation): GDPR is a regulation in EU law on data protection and privacy for all European individuals. GDPR is dedicated for only EU area and it provides data protection and privacy for all European citizens in EU.

R

Reset

Reset function allows you to erase all data in the XB5S device by storing an empty user database.

Result: All data in the XB5S device is erased by storing an empty user database in it.

Result: XB5S device is still attached to allocation column of the Harmony XB5SSoft database.