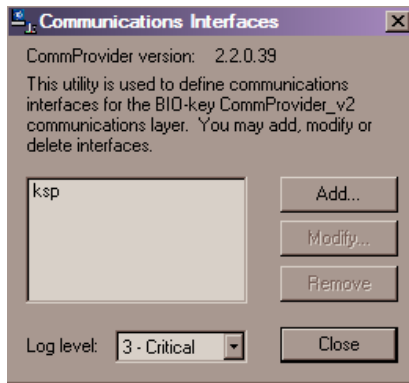


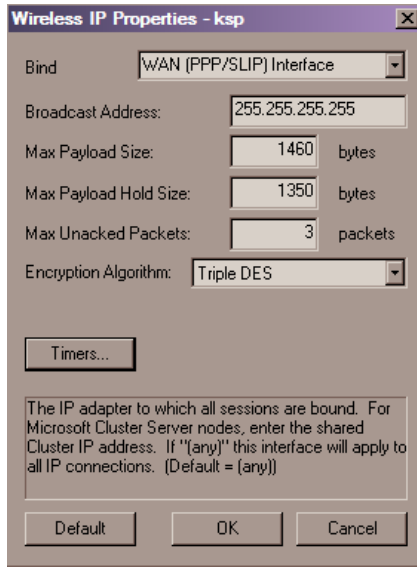
Bio-Key Common Configuration Parameters

Note: The purpose of this document is to provide you with an example of the correct parameters for the configuration of the BIO-key client. Please verify that your configuration is correct before calling the KSP Helpdesk for assistance. The Helpdesk number is (502) 227-8710.

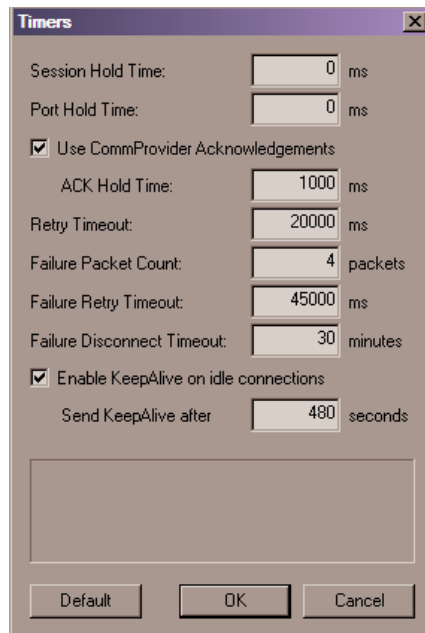
1. Click on the 'START' button then go to → All Programs → BIO-key → CommProvider → Configuration.
2. You should see the following screen:



3. Highlight 'ksp' and select 'Modify.' You should then see this screen:



4. Click on the "Timers" button to continue. The last screen will look like this:



The screenshot shows a dialog box titled "Timers" with a close button (X) in the top right corner. The dialog contains several settings:

- Session Hold Time: 0 ms
- Port Hold Time: 0 ms
- Use CommProvider Acknowledgements
 - ACK Hold Time: 1000 ms
- Retry Timeout: 20000 ms
- Failure Packet Count: 4 packets
- Failure Retry Timeout: 45000 ms
- Failure Disconnect Timeout: 30 minutes
- Enable KeepAlive on idle connections
 - Send KeepAlive after: 480 seconds

At the bottom of the dialog, there are three buttons: "Default", "OK", and "Cancel".

5. If you continue to experience issues with your BIO-key client, please contact the KSP BIO-key Helpdesk at (502) 227-8710.