



**Subject: Fingerprint Reader Issues**

**Technical Reference #: TRD095**

**Intended Audience:** ACPHS Students

**Date:** 1/20/2009

## ***SUPPORT COMMUNICATION - CUSTOMER ADVISORY***

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**HP Notebook PCs - Unable to Log In to Operating System Using the Fingerprint Reader After Resuming from Screen Saver.**

**NOTICE:** The information in this document, including products and software versions, is current as of the Release Date. This document is subject to change without notice.

**Release Date:** 2010-01-11 **Last Updated:** 2010-01-11

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### **DESCRIPTION**

You are unable to log into the operating system using the fingerprint reader after resuming from screen saver mode.

### **SCOPE**

HP Compaq 6535b Notebook PC

HP EliteBook 2730p Notebook PC

### **RESOLUTION**

To resolve this issue, complete the following steps.

1. Click **Start** , **All Programs** , **HP ProtectTools Security Manager for Administrators** .
  2. Click **Credential Manager** , **Settings** , and then select **Enforce Credential Manager logon to Windows** .
  3. Click **Apply** , then **OK** to save and exit.
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**Hardware Platforms Affected:** HP ProBook 4310s Notebook PC, HP EliteBook 6930p Notebook PC, HP Compaq 6830s Notebook PC, HP Compaq 6730s Notebook PC, HP Compaq 6715b Notebook PC, HP Compaq 6910p Notebook PC, HP EliteBook 2530p Notebook PC, HP Compaq 6531s Notebook PC, HP Compaq 6735s Notebook PC, HP Compaq 6535b Notebook PC, HP EliteBook 8530p Notebook PC, HP EliteBook 8730w Mobile Workstation, HP Compaq 6730b Notebook PC, HP Compaq 2510p Notebook PC, HP EliteBook 2730p Notebook PC, HP Compaq 2230s Notebook PC, HP Compaq 6735b Notebook PC, HP Compaq 6530s Notebook PC, HP EliteBook 8530w Mobile Workstation, HP Compaq 6535s Notebook PC, HP Compaq 6710b Notebook PC, HP ProBook 4311s Notebook PC, HP Compaq 6530b Notebook PC, HP Compaq 2710p Notebook PC

**Operating Systems Affected:** Microsoft Windows XP Home Edition(Standard HP Product), Microsoft Windows XP Tablet PC Edition(Standard HP Product), Microsoft Windows XP Professional Edition(Standard HP Product)

**Software Affected:** Not Applicable **Support Communication Cross Reference ID:** IA01977600

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