Sl No	Technical issue	Solution	Remarks
1	300 Biometric mismatch	Double check AADHAR No. then update Biometric at AADHAR Center	Try again with proper lighting & proper connectivity. Check photo also in Aadhar
2	You are spoofing the GPS location. You cannot mark attendance	Disable developer option. Contact IPPB	
3	Showing permission denied	Give all permissions to app	
4	Biometric device not found please connect 6A34b4aa24464e3f864a-7ac49147afe4 biometric device and press ok	Ensure face personal client is only installed on the mobile	
5	Attendance marking not allowed out side of the location.Distance from entry point	Try logout and log-in in the App. Try again with stable network.	Update geofencing policy Restart device
6	Technical error 330	Entr correct attendance ID	Try again by clearing app data
7	There is no entry point available for your location mapped	Contact Nodal officer, inform IPPB	

Sl No	Technical issue	Solution	Remarks
8	Error capture failed 737	Improve lightening	
9	Error in parsing server response	check internet connectivity	
10	AadharBAS closed because this app has bug	Contact IPPB	
11	No Geofencing policy update available	Update Geofencing policy option in AadharBAS app	
12	Automatic exit from AadharBAS app	Clear app cache data&try again	
13	Request timedout	Check network connectivity & try again	
14	Error 9708 FaceRD app error	Aadhar app issue, issue will get resolve after sometime automatically	Reinstall faceRD app latest version

Sl No	Technical issue	Solution	Remarks
15	Javax.xml.xpathexpressio.exception.org.xml.SAXparse.exception unexpected end of document	Ensure stable connection and face scan to be done properly in time	If still issue, Biometric may be updated for BPM at AADHAR center
16	9929 faceRD app error	Update App & check Internet connectivity	
17	Surelock blocked	Go to Sure lock and give all necessary permissions for attendance apps.	
18	738 Timed out	Ensure stable connection	Keep face steady with proper lighting
19	Error code 7014 device does not belong to your organisation	Try again and again	
20	App automatic logoff & software glitches	Restart phone. Enter correct Attendance ID	Check app settings to see if app disabled

Sl No	Technical issue	Solution	Remarks
21	Error 850 unsupported application error, please upgrade	Try clearing cache of App.	If still issue contact IPPB
22	Error 892 application will not work in this device as USB debugging is enabled	Locate USB debugging option in settings and toggle it off	Turnoff developer options in settings
23	Unable to detect WiFi Mac Address or IMEI of the device	Ensure Permission for Phone (for IMEI access is given)	Location permission to be given

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