

**FINGERTEC**



# REMOVING

DUPLICATE OR BLANK USER IDs FROM TCMS V2  
SUGGESTIONS & SOLUTIONS FOR TCMS V2

There are times when duplicate or blank user IDs can appear in TCMS V2, probably due to some improper uploading or downloading processes. To remove these IDs, follow the steps mentioned below:

**Step 1**

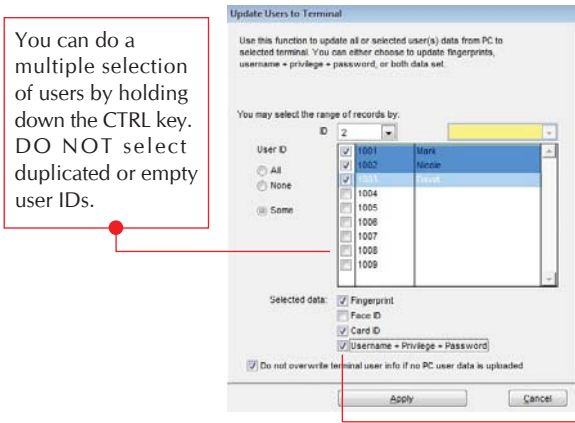
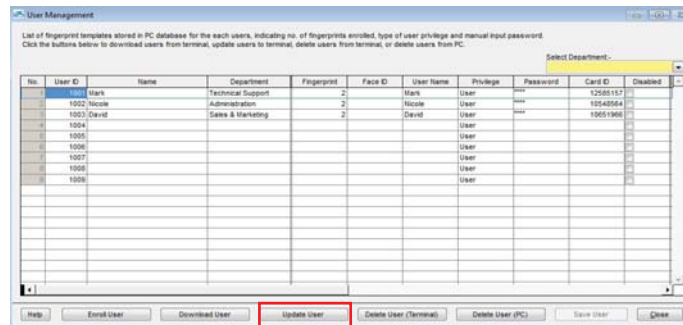
Download the attendance data from a reader to TCMS v2.

**Step 2**

Go into the Advance Option to clear all data in the reader. If there are multiple readers then select only one reader to do perform the task.

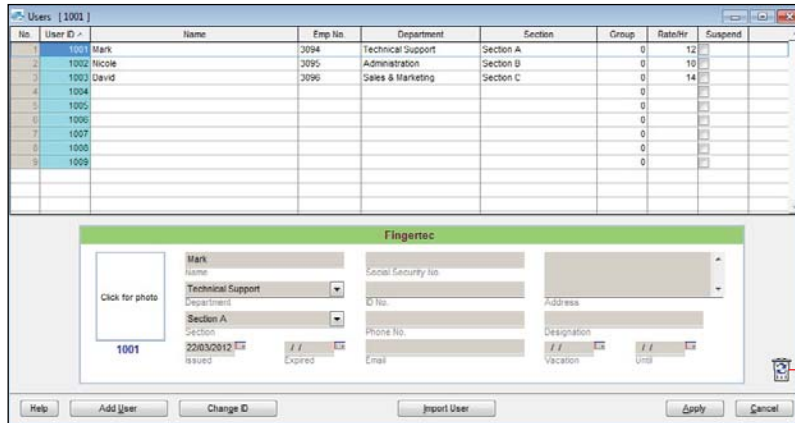
**Step 3**

Then, upload only valid user data to the reader.



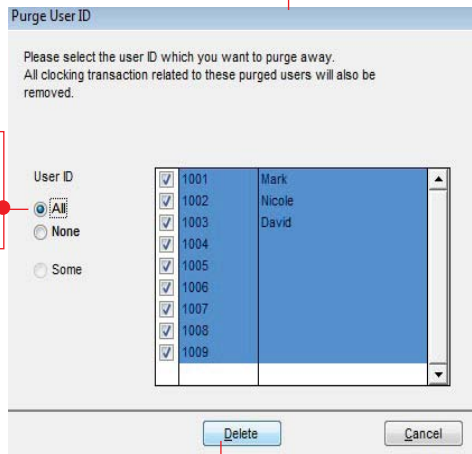
**Step 4**

Clear all user from TCMS v2 in User Records.



Double click the Recycle Bin and a new dialog box will popup, as shown below:

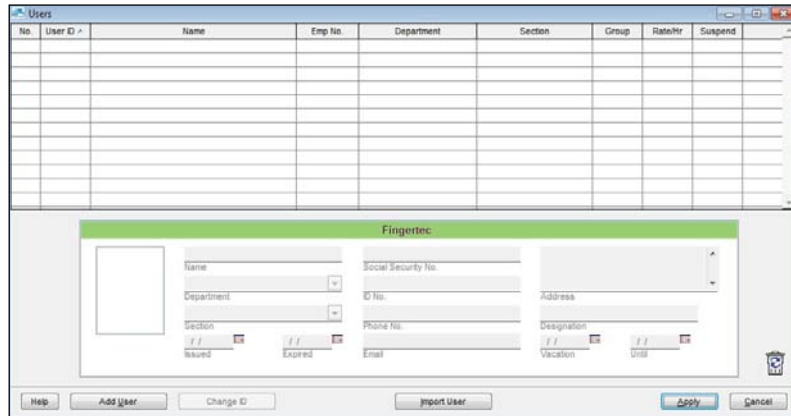
Select "All" radio button to select all users.



Click the Delete button to delete/purge user IDs.

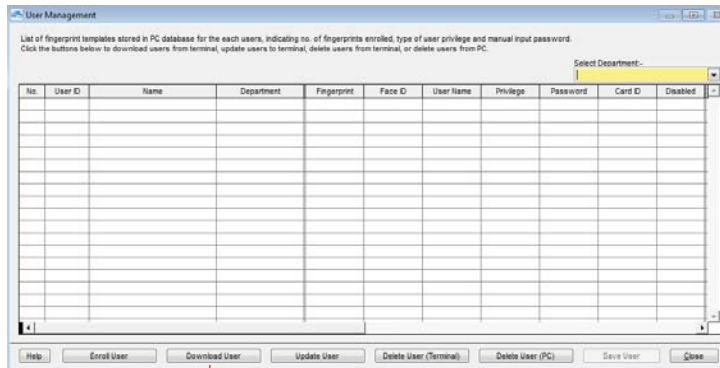
**Step 5**

After purging the user data, the figure as shown below will popup.



**Step 6**

Download the user data from the reader to TCMS v2 again.



Click the Download user to download the user data from the reader.

**Step 7**

Now, a complete list of user data is now in the TCMS V2. If there are multiple readers, clear the data in those readers and upload the user data in the TCMS V2 to the readers to ensure that the data in the readers are complete and correct.