

## Feature Description Document

### Understanding the Template Conversion for TOUCH 2



## Purpose

This document outlines the process of conversion from the TITAN template to TOUCH 2 Face templates to make it compatible for identification.

## Applies to

TITAN	TOUCH 2 Face
All Devices	All Devices

**NOTE: TOUCH 2 Face is discontinued as of January 16, 2022 and no longer available for purchase. The replacement product is IXM TFACE.**

## Description

Template conversion is only necessary when the customer has the TOUCH 2 Face and the TITAN.

As there are two different face products available, it is essential to make face enrolled templates compatible with all devices. There will be two different types of face templates stored in the database.

Templates captured from the TITAN can be converted and made compatible with TOUCH 2 Face, but not vice versa. Hence, it is advised to use the TITAN product for enrollment.

The template will be converted to the required format from the enrollment screen in IXM WEB and from the backend service.

### **Template Conversion will be triggered for the following actions:**

1. User enrollment using IXM WEB for TITAN.

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2. User Enrollment from a TITAN Device.
3. Device Registration.
4. Making an existing TOUCH 2 device Face compatible with the field upgrade.

## Face Template Conversion Trigger Points

### 1. User enrollment using IXM WEB for TITAN

Whenever the end-user uses TITAN for face enrollment, the application will cross verify for any other available face compatible TOUCH 2 device(s) before saving the user template to the database. If available, the application will transfer the image to the available online/preconfigured device for template conversion and store the template table along with the Face Algo Version and enrolled device type details.

If **"on the fly"** conversion is not enabled or the TOUCH 2 Face device is offline, the template conversion request will be handled in the background.


**Manage Preferences**
×

**EMPLOYEE**

☒ Save Employee Biometrics in database

Certificate for IXM WEB
 

ixm.web ▼

Certificate for IXM WEB Cloud
 

ixm.device ▼

**BIOMETRIC CAPTURE DEVICE**

USB Sensor Service Port
 

1400

**DELETE APPLICATION LOGS**

☐ Auto-Delete

Delete Logs older than (Days)
 


30 ▲ ▼


**TEMPLATE CONVERSION**

☐ On The Fly Conversion

Primary Device For Conversion
 

Select Device ▼

 Save

 Cancel

## 2. User Enrollment from a TITAN Device

If users are enrolled from the device rather than from IXM WEB, template conversion will be taken care by IXM WEB. IXM WEB will reconfirm every 1 minute that all the required template formats are available in the template table and make template conversion requests if needed.

**Note:** The TITAN template will be considered the primary template for conversion and dashboards. In the face enrollment screen, if the TITAN template is available for the user, the TITAN template will be visible. Otherwise, the TOUCH 2 Face template will be visible.

## 3. TOUCH 2 Face Device Registration

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All the face templates which are enrolled from TITAN will be automatically converted to TOUCH 2 compatible template while registering the face enabled TOUCH 2 device. Conversion task will be taken care by backend service

#### 4. Making an existing TOUCH 2 device Face compatible with the field upgrade

In case of a field upgrade, the user will be able to activate the TOUCH 2 Face from the license module. If there are existing face templates which enrolled from TITAN will be automatically convert to touch 2 compatible template.

Conversion as well as user transfer process will be taken care by the backend service. User transfer progress can be monitored from the Sync Queue.

#### Note:

- Only users with face biometrics will be reloaded to the device.

## Application Logs for the Conversion Event

At the default interval of 1 minute, IXM WEB will check the conversion queues. If there is any template to convert, IXM WEB will fetch the record and start the conversion in sequential order.

**Priority for the conversion:** Users available in device-wise user mapping will have the highest priority. After that, conversion will be in First In First Out (FIFO) order.

Logs for the template conversion will be verified from the application logs. To view these Application Logs, from Home Page >> Expand the **Left Navigation Panel** >> click **Logs** >> click **Application Logs** tab >> filter the logs for **Template Conversion** event.

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Transaction Logs		Application Logs					
<input type="text" value="Type to search"/> <input type="button" value="Search"/>				<input type="button" value="Export"/> <input type="button" value="Delete"/>			
Date	Serial Number	Employee ID	Device Name	Type	Details	Reason	
06/10/2020 05:07:58 PM	e11e583e56	FACE1059	HwLab_204_T2F...	Template Conversion	Template Conversion successful		
06/10/2020 04:52:22 PM	e11e583e56	FACE1064	HwLab_204_T2F...	Template Conversion	Template Conversion successful		
06/10/2020 04:30:41 PM	e11e583e56	FACE1058	HwLab_204_T2F...	Template Conversion	Template Conversion successful		
06/10/2020 04:09:46 PM	e11e583e56	FACE1046	HwLab_204_T2F...	Template Conversion	Template Conversion successful		
06/10/2020 10:46:06 AM	e11e583e56	1001641	HwLab_204_T2F...	Template Conversion	Template Conversion successful		
06/10/2020 10:45:16 AM	e11e583e56	1002340	HwLab_204_T2F...	Template Conversion	Template Conversion successful		
06/10/2020 10:45:15 AM	e11e583e56	1002340	HwLab_204_T2F...	Template Conversion	Template Conversion successful		
06/10/2020 10:45:13 AM	e11e583e56	1001771	HwLab_204_T2F...	Template Conversion	Template Conversion successful		
06/10/2020 10:45:11 AM	e11e583e56	1001771	HwLab_204_T2F...	Template Conversion	Template Conversion successful		

Logs for the template conversion are:

1. Template Conversion successful
2. Template conversion failed due to device busy
3. Template conversion failed due to on the fly device is offline
4. Template conversion failed due to device is not available
5. Template conversion failed due to image not found
6. Add to conversion queue-Success

Add to conversion queue-Image not found



It is required to re-enroll the user's face for those whose template conversion failed due to image not found.

For the template conversion failed due to device busy/device offline/device not available, IXM WEB will resume the conversion when the device is ready/device is online/device is added.



## Support

For more information relating to this Feature Description document, please contact us at [support@invixium.com](mailto:support@invixium.com)

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