

# FREQUENTLY ASKED QUESTIONS

COSEC

What  
When  
Which  
Where  
How  
Who  
Why



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**Version:** V1R1

**Author:** Kanaiya Agrawal

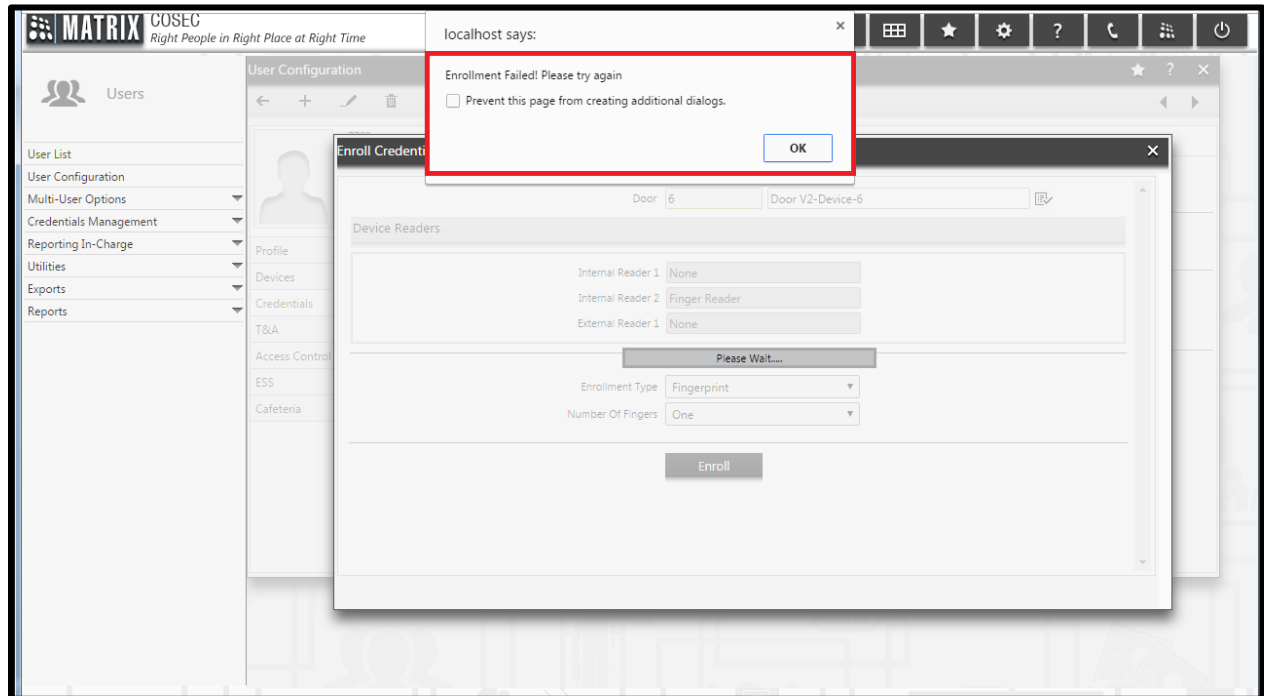
## “Enrollment Command Failed” on Enrolling the New User

I have already installed all the required IIS components and its features for COSEC Applications. The application is working fine but when I enroll the user it gives an error “Enrollment Command Failed”.

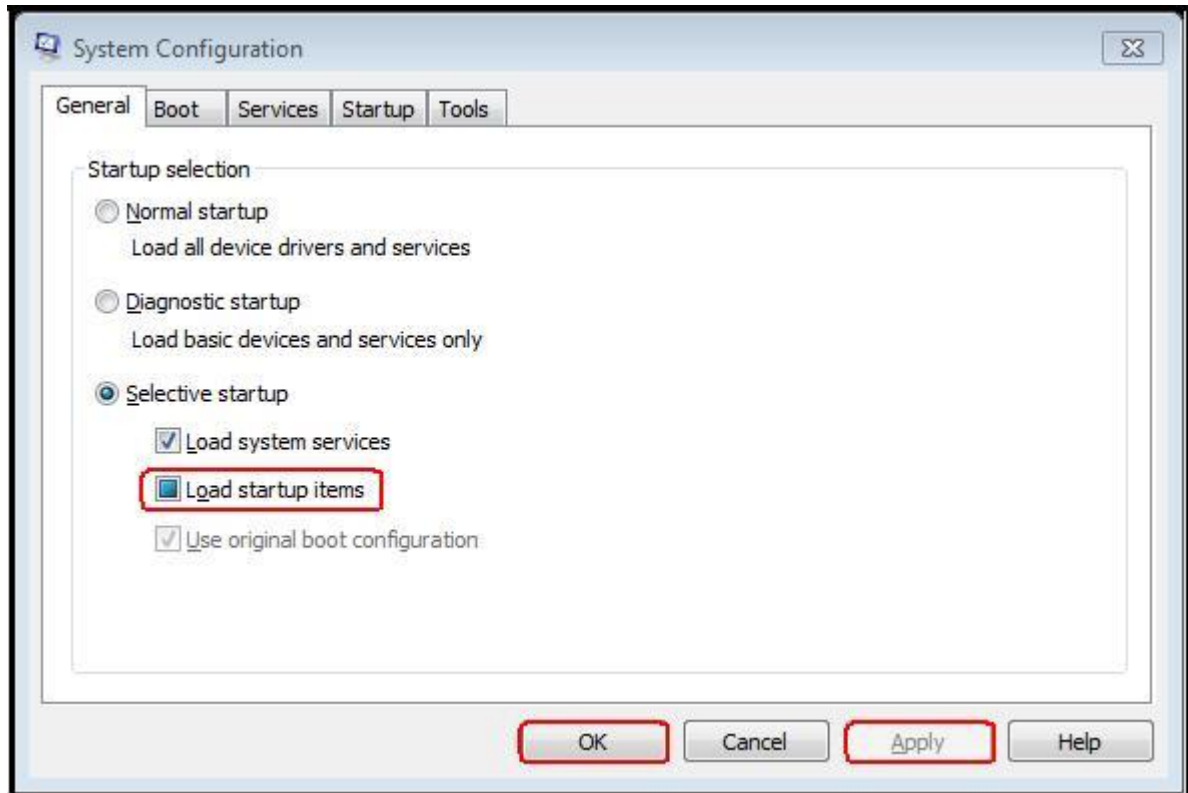


- On enrolling user the error pops out is “Enrollment Command Failed”

- This error occurs if the communication is blocked between COSEC WEB and COSEC MONITOR application.

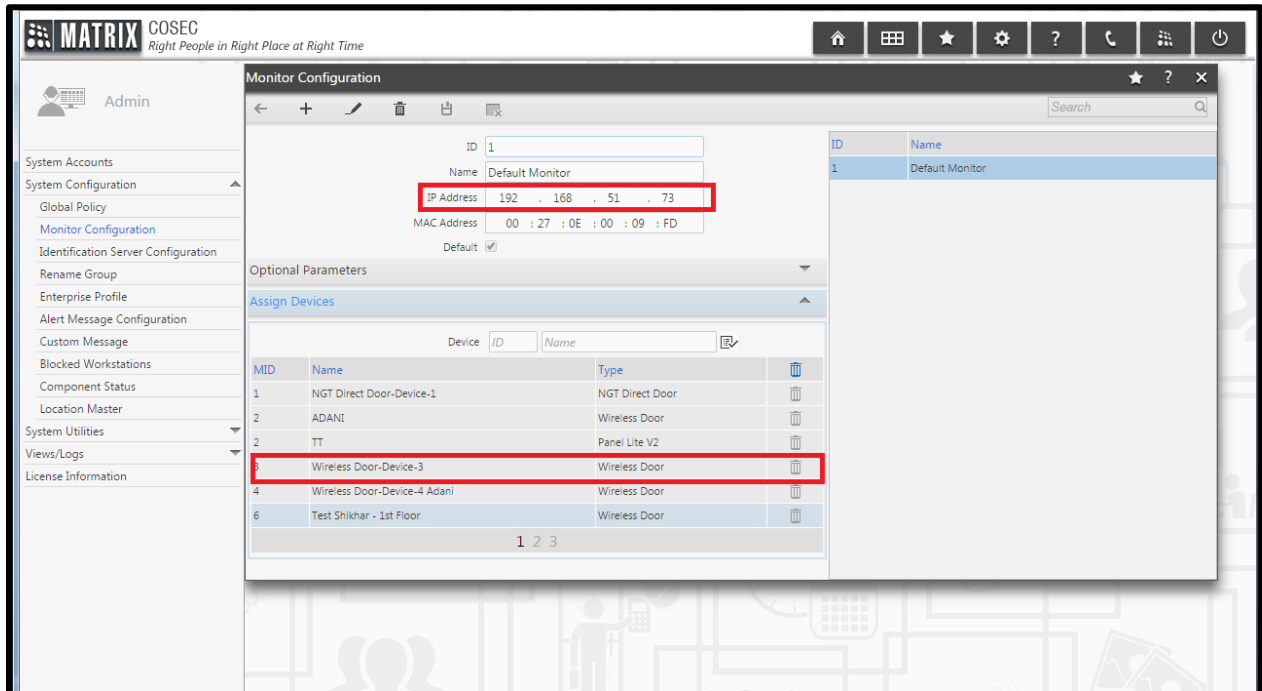


- Select the option “Selective startup” then disable “Load startup items” and click on “Apply” after that click on “OK”. It will ask for restart and click on OK to restart the PC. Then try the enrollment process again.



- Another Reason for communication breakage between COSEC MONITOR and COSEC WEB is the different LAN IP Address or Server IP Address in COSEC Web > Admin Module > System Configuration > Monitor Configuration. So modify it with the correct Server IP Address

- Also make sure that device had been assigned to this Monitor IP Address only



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