

# FPT80 and Vista 64 bit rsagent.dll error

530 [Frank Mateo](#) Wed, Aug 10, 2016 [FPT-40/80 Fingerprint Terminal](#), [Terminals](#), [Time Guardian Series \(TG 5.x, TG Plus 2.x, TG Pro 4.x\)](#) 0 4551



## Introduction

FIX:

1. uninstall driver with delete from dev mgr
2. reinstall driver and force driver 28 from 64 bit folder of tg551(5511) CD
3. test
4. restart
5. test again

---

## Conclusion

Thank you for your time, and have a great day. As always, feel free to submit ideas on topics you want addressed in the Amano Knowledge Base using the comments feature.

Amano Cincinnati, Inc. reserves the right to make equipment changes and improvements which may not be reflected in this article. Portions of this article may have been updated to include the latest hardware or firmware version, if applicable. Amano assumes no liability for errors and/or omissions. If you should find any errors or unclear information, please notify Amano by posting a comment.

**Customer  
Support  
Information**

Call toll-free in the U.S.: 800-253-9836 (outside U.S. call 973-364-0294) or Fax: 973-364-1091  
Mailing address: Amano Cincinnati, Inc., 140 Harrison Ave., Roseland, New Jersey 07068  
Web site: [www.amano.com/time](http://www.amano.com/time) • E-mail: [support@amano.com](mailto:support@amano.com)

Online URL: <http://tkb.amano.com/article.php?id=530>