Guide for Biostar 2 Login Page Access Issue and BioMini Not Found Issue Due to Browser Updates

There is an issue where the login page of BioStar 2 does not appear correctly, and the BioMini is not found in **Google Chrome version 117 or higher** and **Microsoft Edge version 117 or higher**.
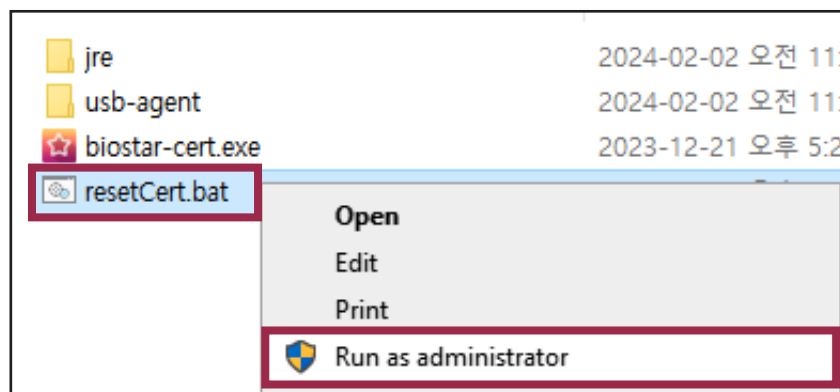
This guide outlines the procedure to resolve the issue.

> • This patch is only applicable for BioStar v2.5.0 or higher.
> • This guide is only applicable when using certificates issued by BioStar 2.
> • If a private certificate is used but still experiencing this issue, the private certificate needs to be regenerated including **Digital Signature** and **Key Encipherment** in the **Key Usage**. **[Support Link]**

How to Patch

1 Right-click on the **resetCert.bat** file inside the patch folder, and select **Run as administrator**.
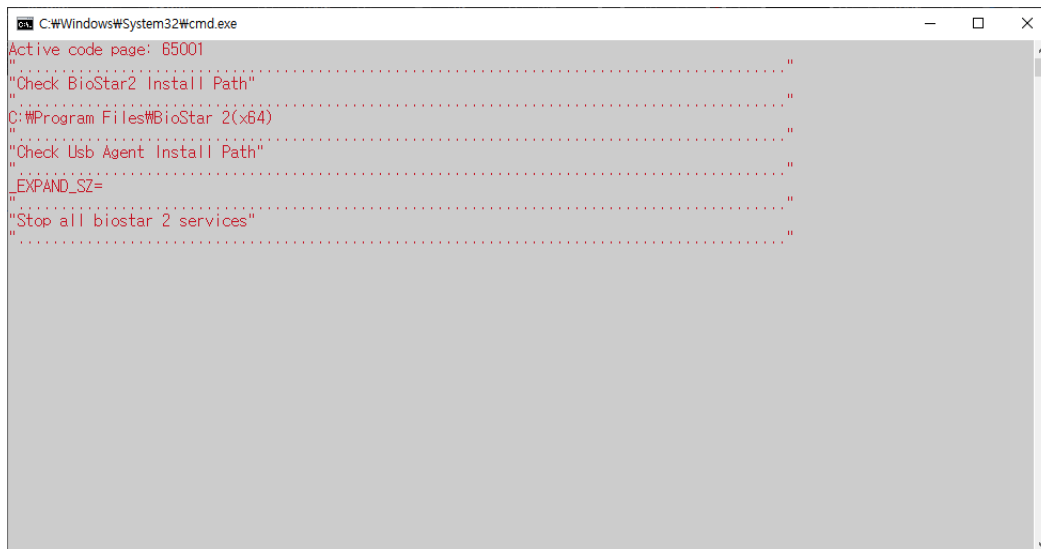

▶ The image above is an example screen and may differ from the actual screen.

> If you are unable to **Run as an administrator**, please refer to the **How to Patch Manually** guide and proceed with the patch manually.
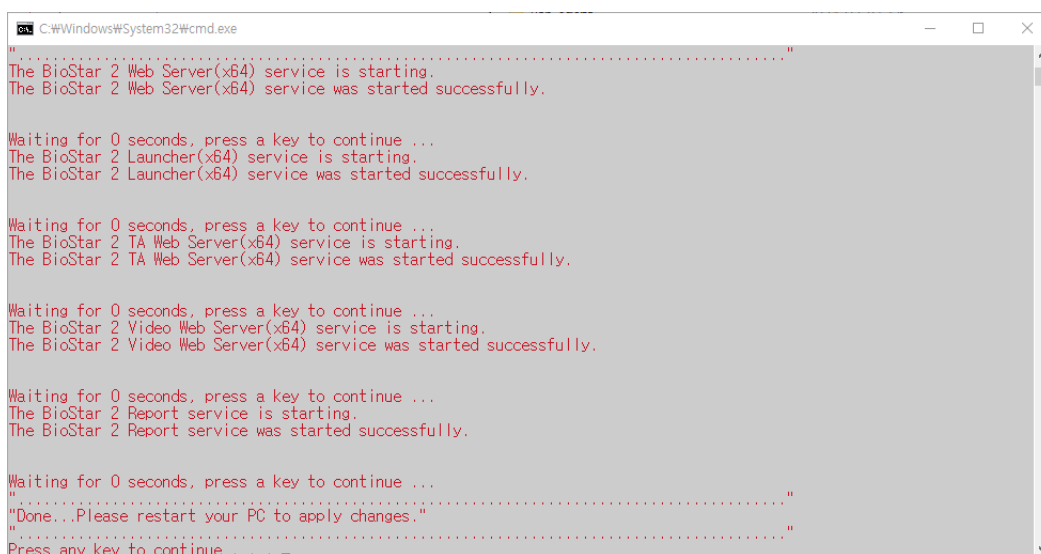
2 The patch is in progress. Please do not close the window until the patch is complete.


```
C:\Windows\System32\cmd.exe                                           —   □   ×

Active code page: 65001
"..........................................................................."
"Check BioStar2 Install Path"
"..........................................................................."
C:\Program Files\BioStar 2(x64)
"..........................................................................."
"Check Usb Agent Install Path"
"..........................................................................."
_EXPAND_SZ=
"..........................................................................."
"Stop all biostar 2 services"
"..........................................................................."
```

▶ The image above is an example screen and may differ from the actual screen.

3 Once the patch is complete, **"Done...Please restart your PC to apply changes."** message will appear. Press any key to close the window, and then reboot the PC.


```
C:\Windows\System32\cmd.exe                                           —   □   ×
"..........................................................................."
The BioStar 2 Web Server(x64) service is starting.
The BioStar 2 Web Server(x64) service was started successfully.

Waiting for 0 seconds, press a key to continue ...
The BioStar 2 Launcher(x64) service is starting.
The BioStar 2 Launcher(x64) service was started successfully.

Waiting for 0 seconds, press a key to continue ...
The BioStar 2 TA Web Server(x64) service is starting.
The BioStar 2 TA Web Server(x64) service was started successfully.

Waiting for 0 seconds, press a key to continue ...
The BioStar 2 Video Web Server(x64) service is starting.
The BioStar 2 Video Web Server(x64) service was started successfully.

Waiting for 0 seconds, press a key to continue ...
The BioStar 2 Report service is starting.
The BioStar 2 Report service was started successfully.

Waiting for 0 seconds, press a key to continue ...
"..........................................................................."
"Done...Please restart your PC to apply changes."
"..........................................................................."
Press any key to continue . . .
```

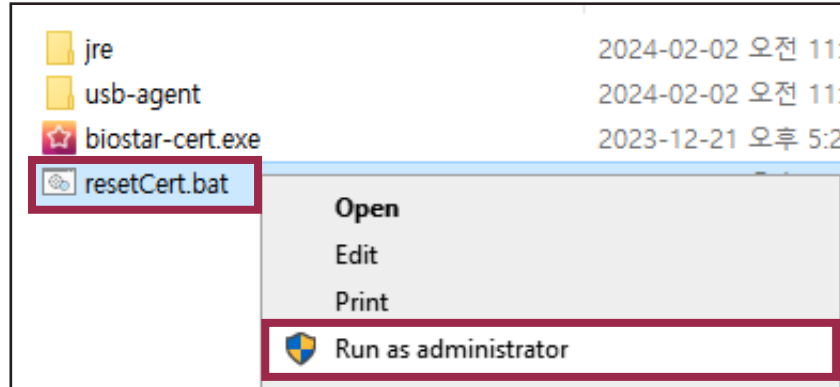▶ The image above is an example screen and may differ from the actual screen.

> - If you are using USB Agent or Unified Gateway, the patch may not be applied correctly unless you reboot the PC.
> - If you see a message stating that the certificate is untrusted when accessing **[Link]** after rebooting the PC using the USB Agent, please designate it as a trusted certificate in your browser.

Troubleshooting

Unable to Access BioStar 2 Login Page After Patch

- Check whether you have run the **resetCert.bat** file as an administrator.
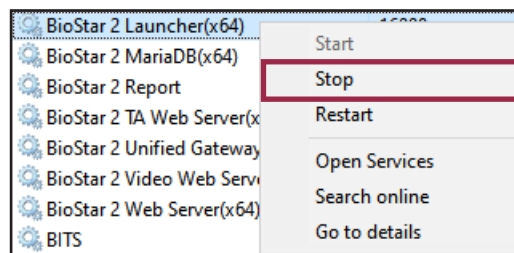

► The image above is an example screen and may differ from the actual screen.

> If you are unable to **Run as an administrator** or if you have already run the patch with **Run as an administrator** and still cannot access the login page, please refer to the **How to Patch Manually** guide and proceed with the patch manually.
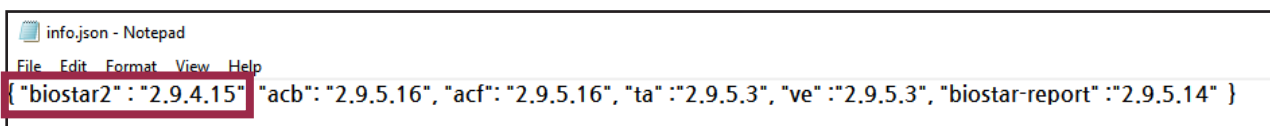
How to Patch Manually

Go to ⊞ **Start → Services**, and then please stop all BioStar 2 services, including the USB Agent if it's used.

► The image above is an example screen and may differ from the actual screen.
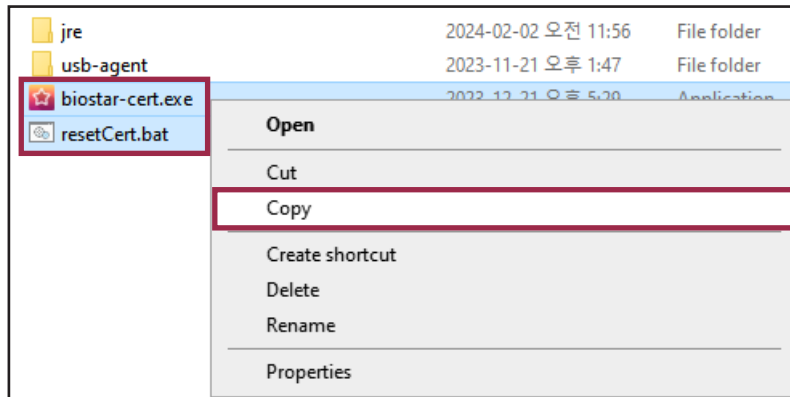
How to Check BioStar 2 Version

- **The 'How to Patch Manually' differs depending on the version of BioStar 2 installed. Please refer to the 'How to Patch Manually' that matches the installed version.**
- You can check the version of the BioStar 2 you are using by opening the **info.json** file with Notepad located at the following path.
    - C:\Program Files\BioStar 2(x64)\nginx\html\js

BioStar v2.8.15 or higher

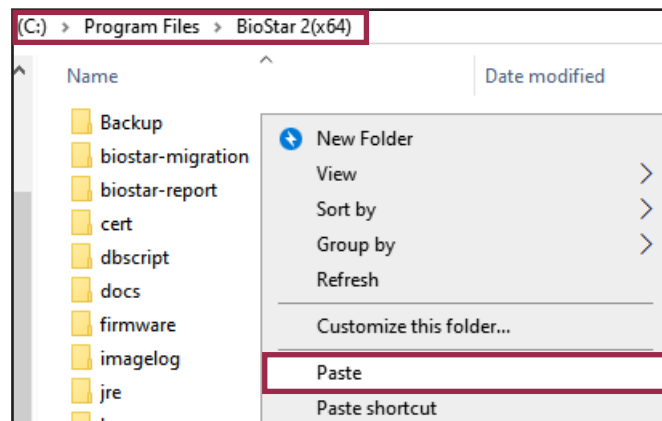**1** Copy the files below from the patch folder.

- **biostar-cert.exe**
- **resetCert.bat**

▶ The image above is an example screen and may differ from the actual screen.

2 Paste the copied files within the BioStar 2 installation folder.

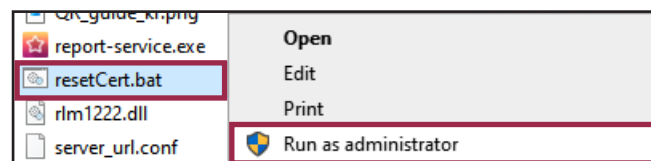- BioStar 2 default installation folder: C:\Program Files\BioStar 2(x64)

▶ The image above is an example screen and may differ from the actual screen.

> ⓘ
> - If using the USB Agent, copy the certificate file in the **usb-agent\config** folder and then paste it into the USB Agent installation path.
>   - USB Agent default installation folder: C:\Program Files (x86)\USB Device Agent\usb-agent\config
> - If you see a message stating that the certificate is untrusted when accessing **[Link]** after copying the certificate file to the USB Agent installation folder, please designate it as a trusted certificate in your browser.

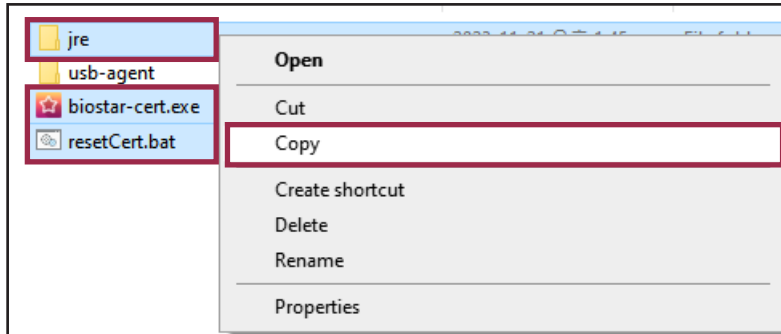**3** Right-click on the pasted **resetCert.bat** file and **Run as an administrator**.

▶ The image above is an example screen and may differ from the actual screen.

4 Go to ⊞ **Start → Services**, and then please restart all BioStar 2 services that you stopped.

BioStar v2.8.14 or lower

1 Copy the folder and files below from the patch folder.
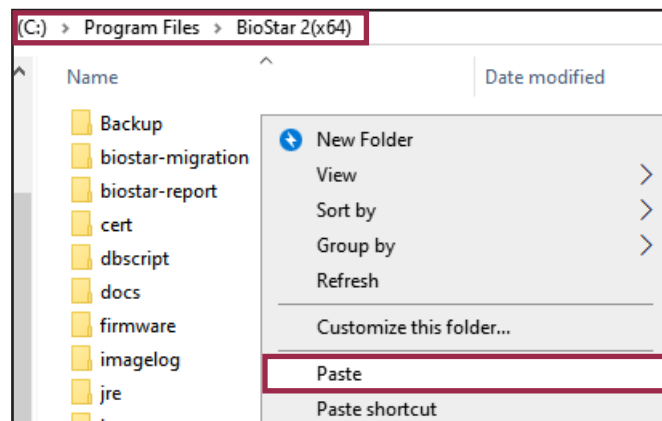
- **jre folder**
- **biostar-cert.exe**
- **resetCert.bat**

▶ The image above is an example screen and may differ from the actual screen.

2 Paste the copied files within the BioStar 2 installation folder.

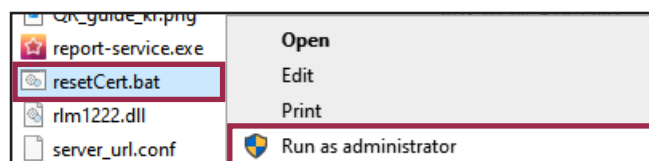- BioStar 2 default installation folder: C:\Program Files\BioStar 2(x64)

▶ The image above is an example screen and may differ from the actual screen.

ⓘ
- If using the USB Agent, copy the certificate file in the **usb-agent/config** folder and then paste it into the USB Agent installation path.
  - USB Agent default installation folder: C:\Program Files (x86)\USB Device Agent\usb-agent\config
- If you see a message stating that the certificate is untrusted when accessing **[Link]** after copying the certificate file to the USB Agent installation folder, please designate it as a trusted certificate in your browser.

---

3 Right-click on the pasted **resetCert.bat** file and **Run as an administrator**.

▶ The image above is an example screen and may differ from the actual screen.

4 Go to Start → **Services**, and then please restart all BioStar 2 services that you stopped.

When Failing to Find the Path to a Key File When Running the resetCert.bat File

1 Run the **Command Prompt (cmd)** as an administrator using **Run** (Win + R).

2 Go to the BioStar 2 installation folder in **Command Prompt (cmd)** and run the **resetCert.bat** file.

```
C:\Program Files\BioStar 2(x64)>resetCert.bat_
```

► The image above is an example screen and may differ from the actual screen.