

L1 Android RD Service Installation and FAQs



Revision History

Reference	Date	Author	Modification
1.0	24 th Jun, 2023	RD Integration and Support	Initial Document



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Purpose of document

To provide pre-requisites to run L1 biometric device on Android Device.

Pre-Requirement for running RD Service

Prerequisite for S/W

Android Smart phone having OS version 7 and above.

Prerequisites for H/W

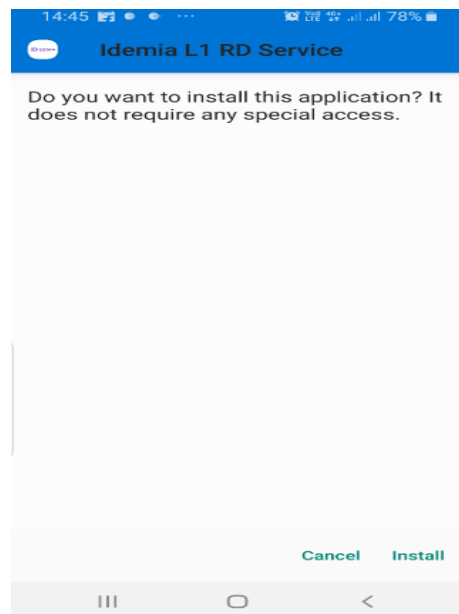
MSO 1300 E3 RD Sensor

Installation procedure

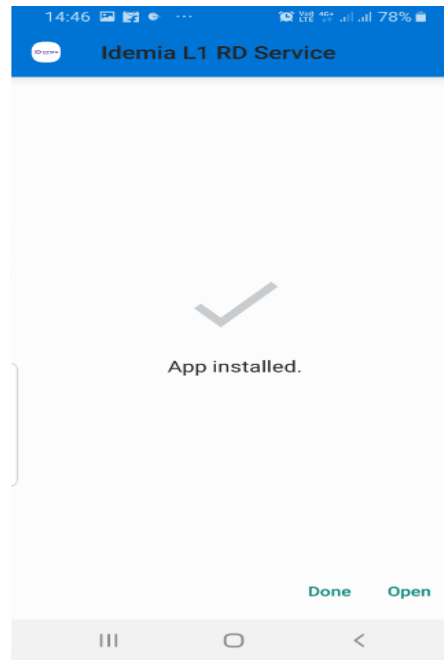
User can install **Idemia L1 RD Service** in two ways as follows:

1. If user has the APK of RD Service

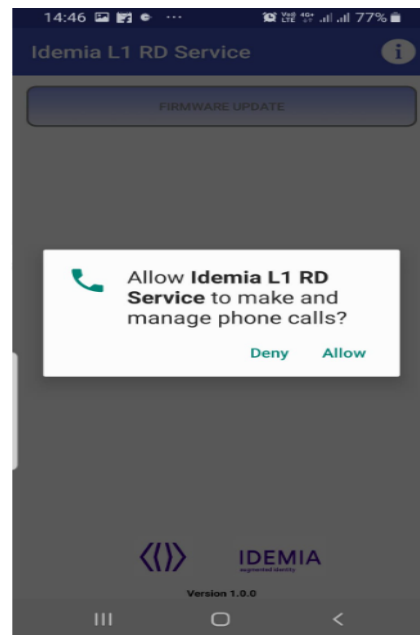
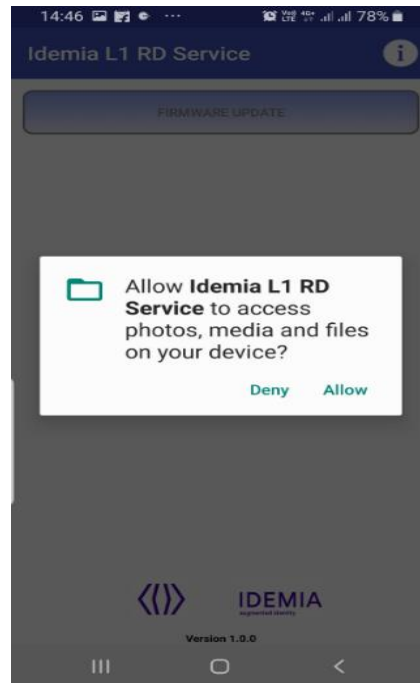
- 1.1. Copy Idemia L1 RD Service apk in phone storage.
- 1.2. Go to phone settings→Security→Unknown sources→check to allow permission for APK installation.
- 1.3. Now click on apk at defined path and install it by clicking on **Install** button.



1.4. After Successful installation of APK, below screen will be displayed. Please click on **Open** button to launch the APK.



1.5. Now click on **Allow** to give permission to APK.



1.6. After successful APK installation, RD service will be launched and below screen will be displayed on mobile screen.



Note: RD service will not work in case mobile device is rooted/modified.

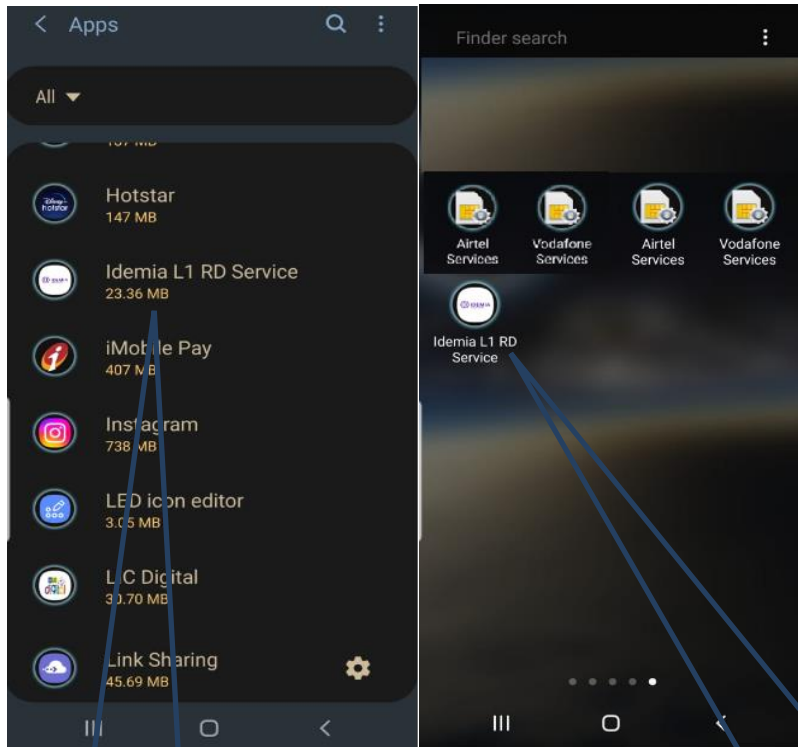
2. Through Play store URL

2.1. <https://play.google.com/store/apps/details?id=com.idemia.l1rdservice>

As of now APK is not available at google play store. We will notify once it will be deployed at play store.

Location of the installed RD Service on Android Device.

After successful installation of RD Service apk, user can verify successful installation by checking presence of RD Service in Apps listing.



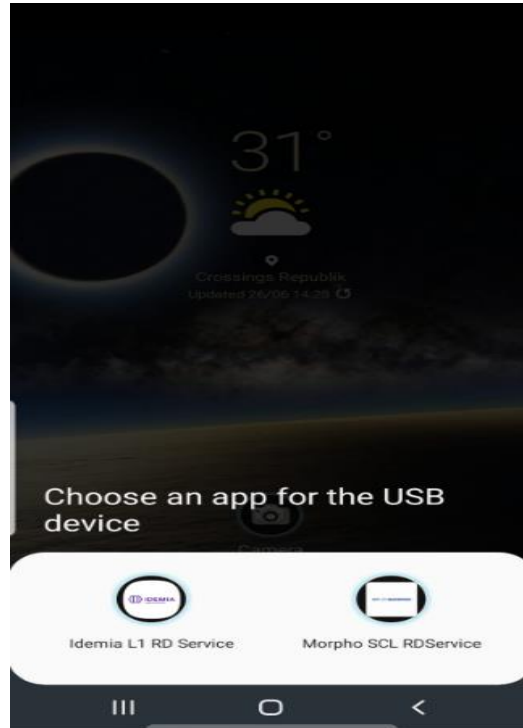
RD Service Application will be installed and will be accessible through icon in application list/launcher

RD Service Application will be installed and will be accessible through icon in application list/launcher area.

Getting device ready to Use

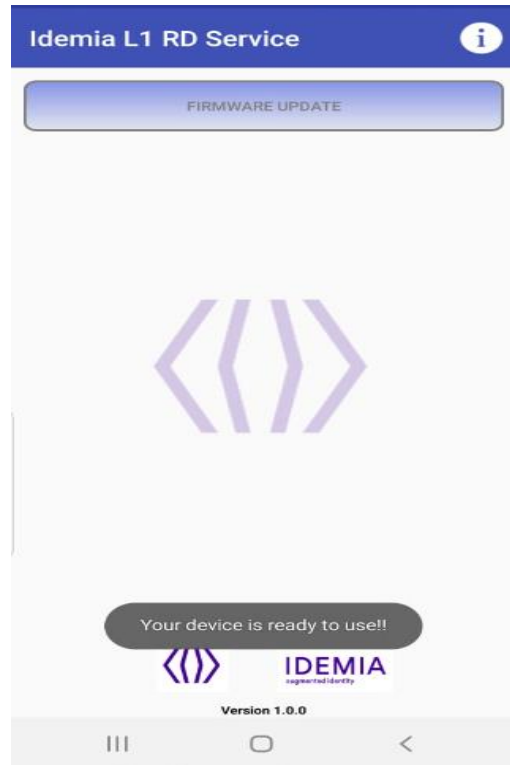
Automatic Registration process will start when user will plug the L1 Biometric device to mobile phone.

1. Connect L1 Biometric (**MSO 1300 E3 RD**) device to mobile phone.
2. After biometric device connected to mobile phone, please select **Idemia L1 RD Service** from the prompt given to user.



Prompt will only appear if L0 RD service is also installed on mobile phone.

3. After appropriate RD service selection, device will start the process to get it ready. Below screen will appear once the device will be ready to use for biometric capture.



FAQ's

1. What are the components involved in Register Device Solution by IDEMIA?

The solution involves three core components – as listed below:

RD service – Register Device Service

MC – Management Client

MS – Management Server: This is the heart of RD Service Server Solution. The central web service that facilitates registration/deregistration of devices as per UIDAI 2.0 specification.

2. What does RD service do?

This core service closely deals with hardware and captures the biometrics information from the Biometric Device.

3. What does MC do?

Acts as an interface between RD service and Management Server.

4. What does MS do?

This is the heart of RD Service Server Solution. The central web service that facilitates registration/deregistration of devices as per UIDAI 2.0 specification.

5. Which Android Versions are supported for RD?

Android version 7 and above.

6. Is Internet connectivity required for RD solution to work?

Yes. RD solution needs internet access.

The RD Service connects to Management server over internet for functions such as device registration, certificate issuance and status checks. If the RD service cannot communicate with Management Server, it will fail the biometric capture and/or authentication.

7. Does the device need to be whitelisted/any mechanism for whitelisting the device involved?

Yes! Before the device can communicate with MS, it needs to be whitelisted on MS. i.e. the device's Desktop S/N and P/N needs to be stored in MS database.

8. What functionality is handled by the Device Provider and what is handled by UIDAI?

The Device Provider handles the functionality of registering a biometric device and issuing a device certificate. The RD Service also provides the core functionality of biometric capture. The UIDAI server on the other hand, provides the functionality of authenticating the biometric data captured by the RD service against its own database – via AUA/ASA eco system.

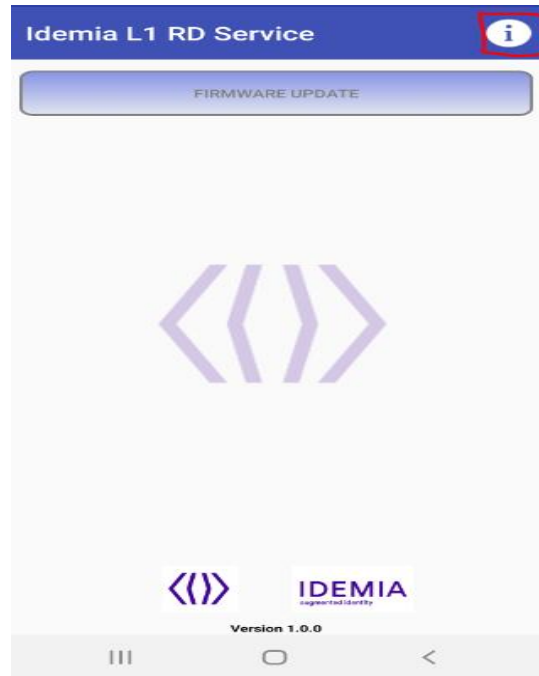
9. Do I need to whitelist any URL?

Yes. Consult your IT team to whitelist the following URL if request is going through bank proxy server.

- prod.rdms.co.in

10. How can I get biometric device serial number?

Biometric device serial number can be checked by clicking on the button available at upper right corner of the apk. Please make sure that biometric device is connected to mobile phone when trying to get the device detail.



11. Where I can get support for RD service in case of any issue?

In case of any problem using RD Service, please drop an email on "support@rdserviceonline.com" on weekdays between 9:00 AM – 6:00 PM IST (except holidays).

12. Can IDEMIA biometric device be used with type C connector android device?

Yes. Since IDEMIA biometric device is available in micro USB and standard USB models so user has to use micro USB/USB to type-C convertor for connecting biometric device with Android Device.

Common Errors

Error 9999 Failed: Please try again

Possible Causes: Device is unable to connect to Management Server

Possible Solutions

- Check the device internet connection.
- Check whether the URL prod.rdms.co.in OR preprod.rdms.co.in is whitelisted on network or not.

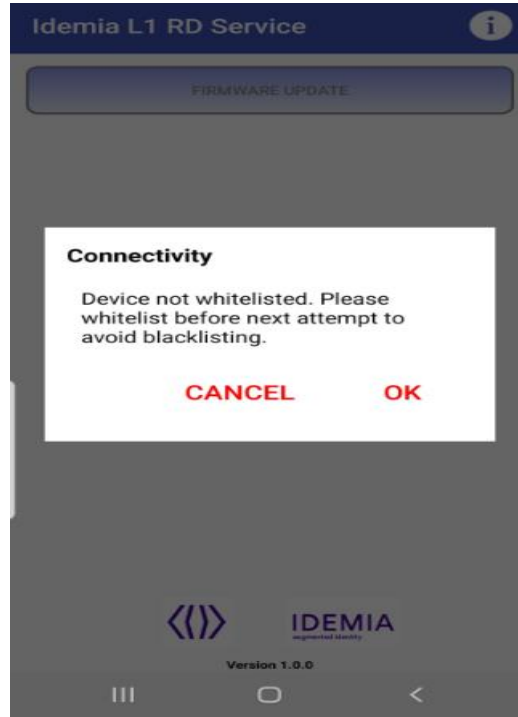
Error 9998 Failed: Please try again

Possible Causes: Device is unable to build the request.

Possible Solutions

- Unplug the device and connect the device then try again.

Error 7: Connected Fingerprint device not whitelisted.



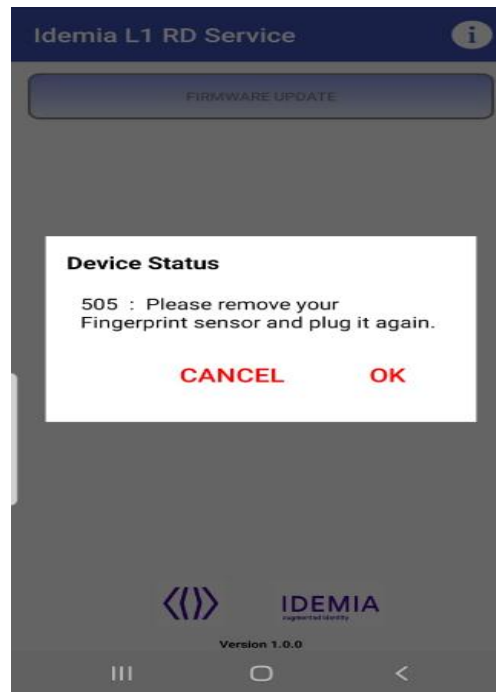
Possible Causes

- Device is not whitelisted at MS server.

Possible Solutions

- Contact Helpdesk team at support@rdserviceonline.com or at toll number **0806 936 8000** for device whitelisting request.
- Re-connect the biometric device to mobile phone after whitelisting done at Management Server.

Error 505: Device Firmware Version is missing At Management Server



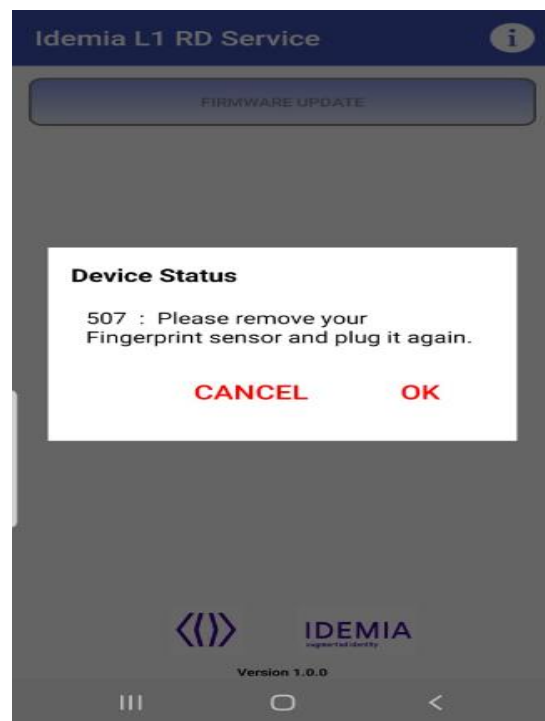
Possible Causes

- Device firmware version is missing at management server.

Possible Solutions

- Contact Helpdesk team at support@rdserviceonline.com or at toll number **0806 936 8000** for firmware availability issue.
- Re-connect the biometric device to mobile phone once firmware is added at Management Server.

Error 507: Management Client Version is missing At Management Server



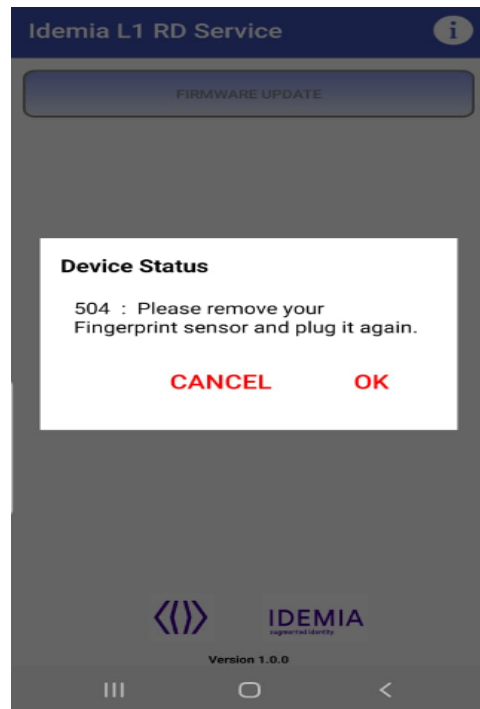
Possible Causes

- Management server version is missing at management server.

Possible Solutions

- Contact Helpdesk team at support@rdserviceonline.com or at toll number **0806 936 8000** for management client availability issue.
- Re-connect the biometric device to mobile phone once management client is added at Management Server.

Error 504: RD Service Version is missing At Management Server



Possible Causes

- RD service version is missing at management server.

Possible Solutions

- Contact Helpdesk team at support@rdserviceonline.com or at toll number **0806 936 8000** for firmware availability issue.
- Re-connect the biometric device to mobile phone once RD is added at Management Server.