

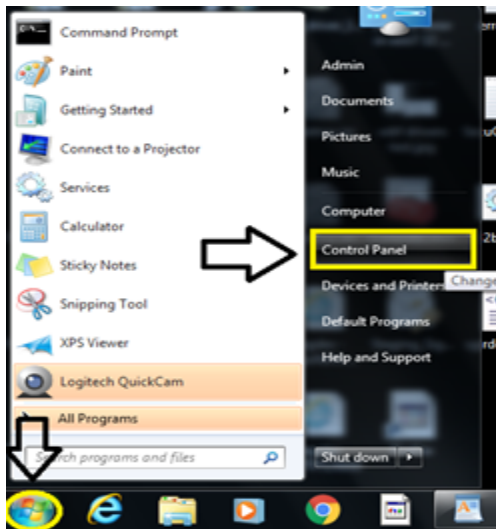
# SecuGen Biometric Device Drivers & RD Service Application Help File

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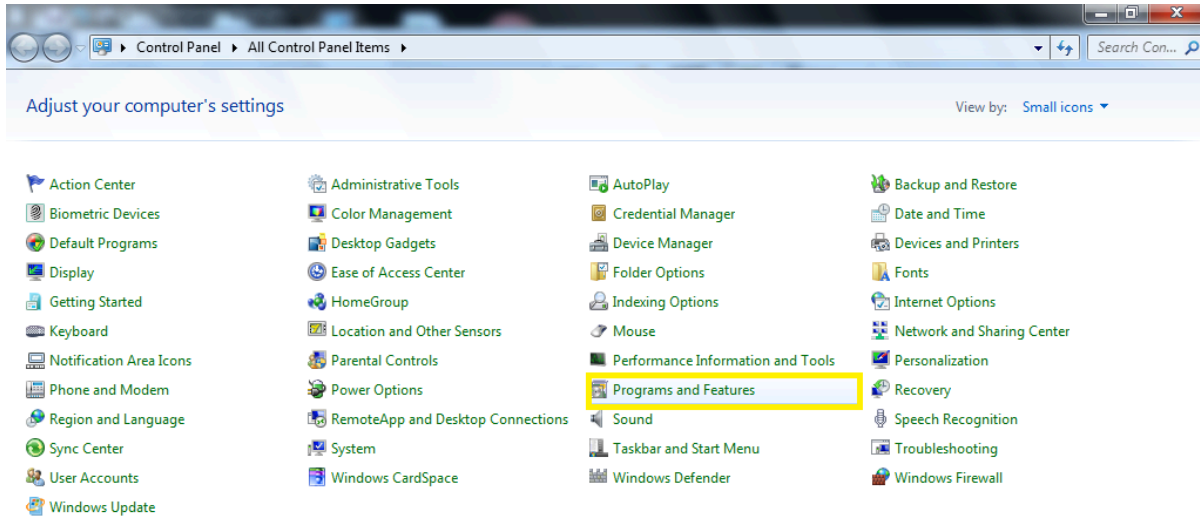
## Biometric Device Drivers Installation

❗ **Do not connect Biometric Device first. If Connected Remove the Device**

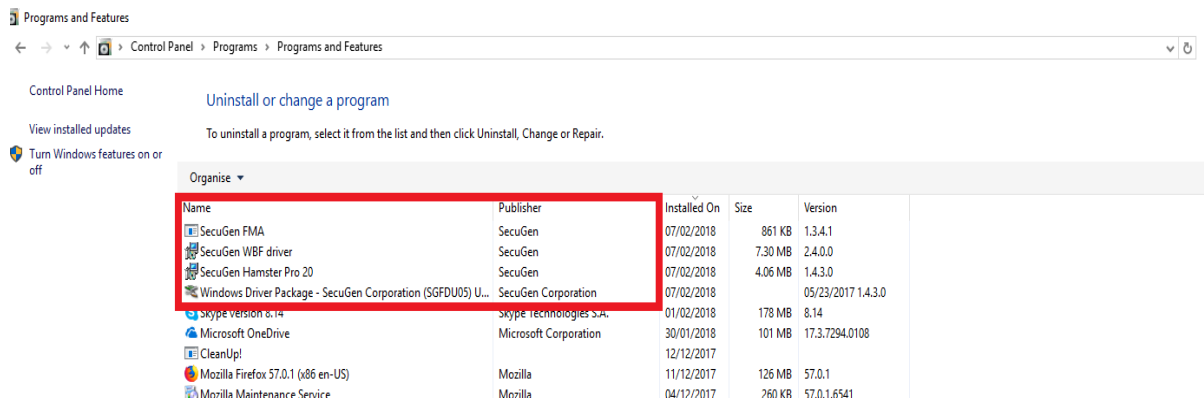
☐ Select the Start Window & Click on “Control Panel”



☐ In Control Panel Click on “Program & features” or you will see Uninstall a Program .



- Uninstall all the Program with SecuGen Name Like **SecuGen WBF, SecuGen FMA, SecuGen Hamster Pro 20** etc

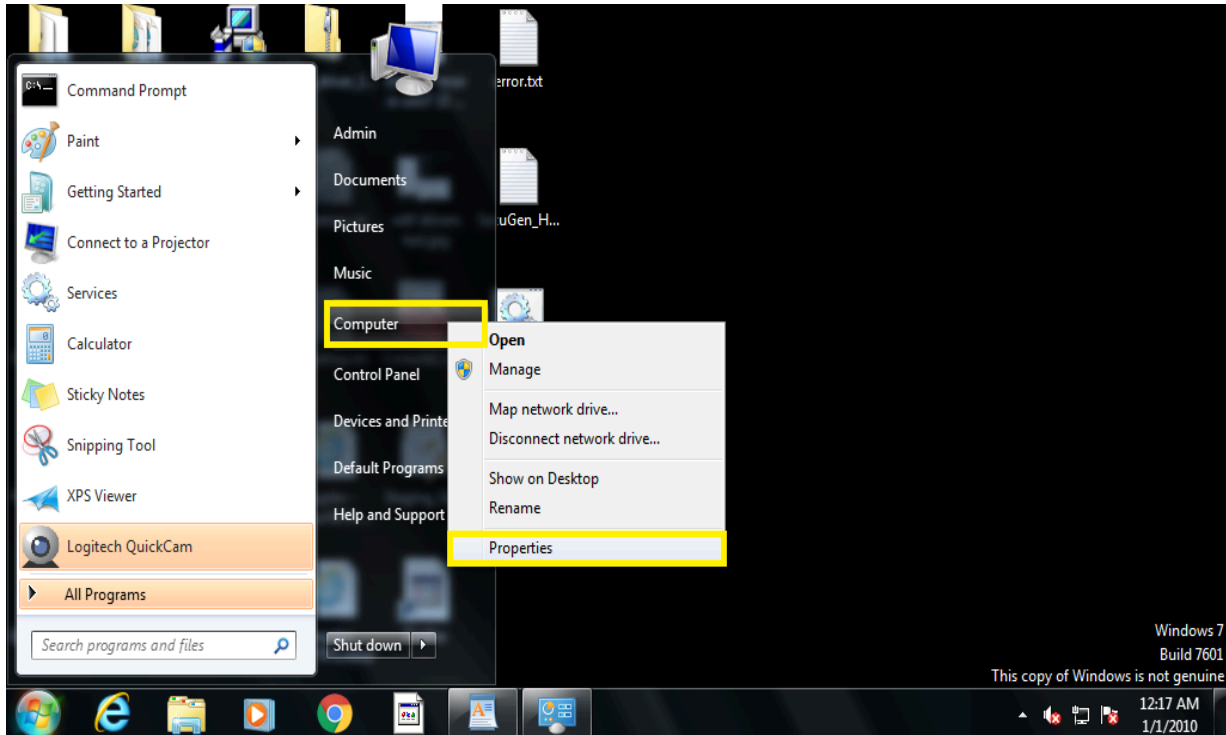


**Follow the below steps only if using Windows 7 OS System. If using Windows 8 or higher version go directly go to Universal legacy device drivers steps @ Page 6**

- Select Start Window then move your mouse to “**computer**” & right click on it , then go to “**properties**”

**OR**

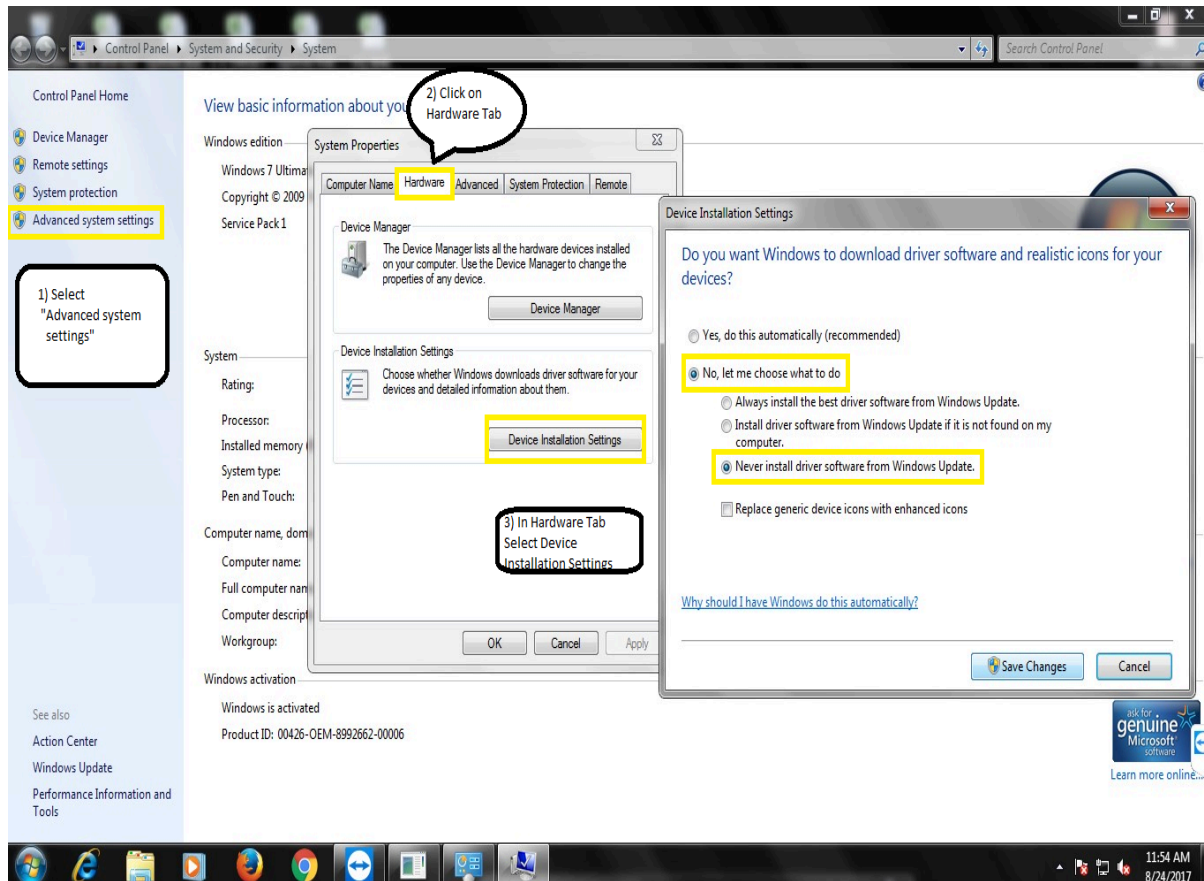
- On Desktop you will see Computer Icon Select & Right click on it & go to properties



□ In **“System”** (After Clicking on Properties SYSTEM Tab will be opened)

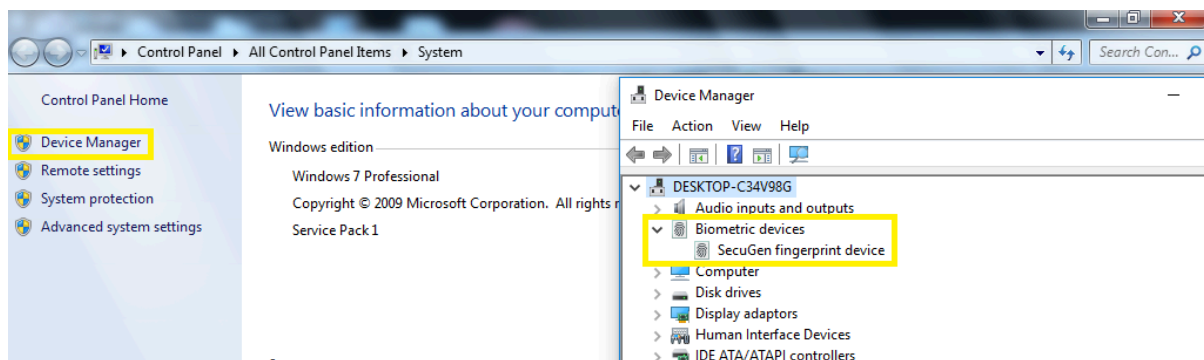
- Select 1) **“Advanced System Setting”** then
- Click on 2) **“Hardware”** Tab then
- Select 3) **“Device installation Setting”**.
- You will get 2 options Select **“No let me choose what to do”**
- Then in below 3 options Always Select **“Never install driver software from windows update”**
- Click on **“Save Changes”** .

**Note : Please refer the below image for above steps .**

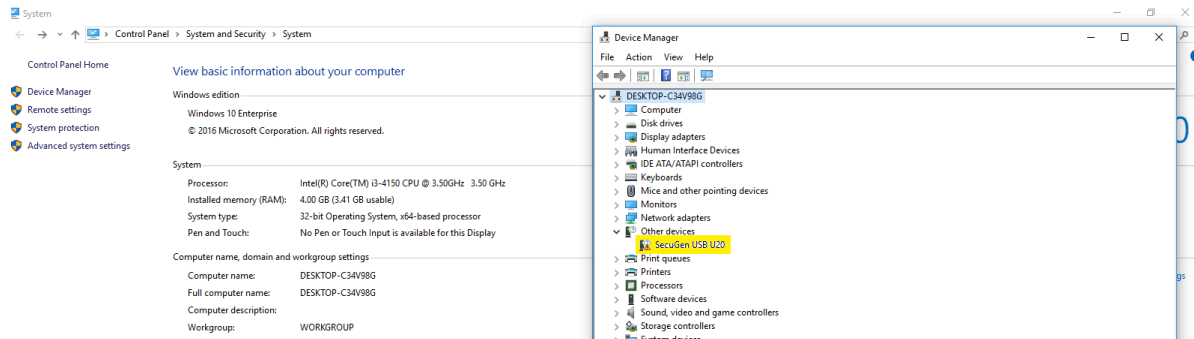


2) Now Connect your Biometric Device & In System Select Device Manager Then See connected Biometric devices.

❖ If Biometric Device Shows "SecuGen Fingerprint Device" Follow the un installation Process @ Page 4



- ❖ If Biometric Device Shows in Other Device as “SecuGen USB U20” or “unknown device” then Install Drivers

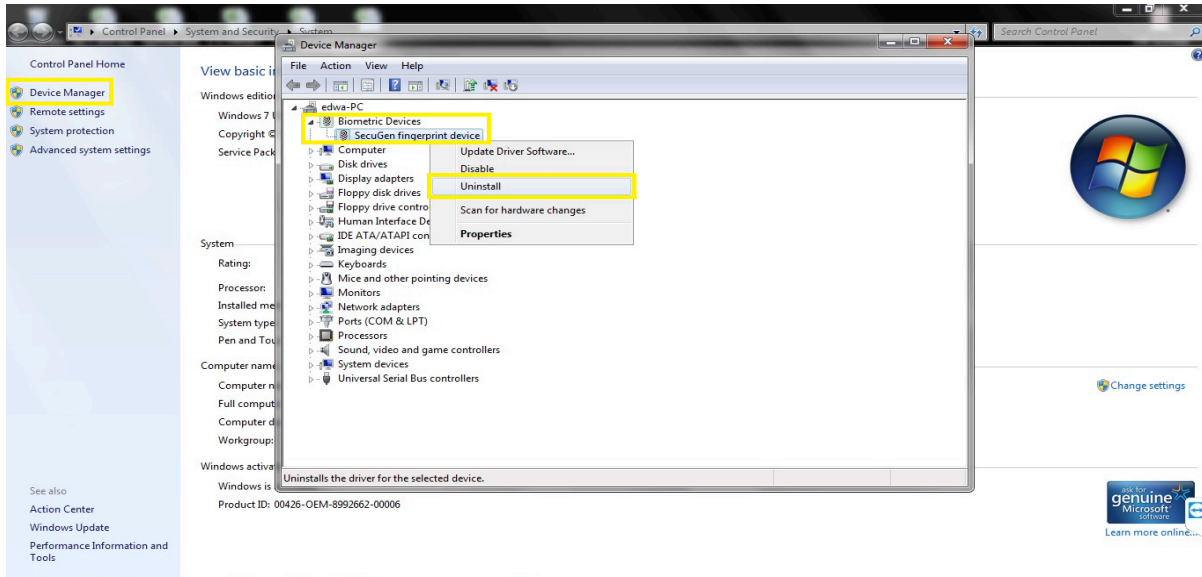


- ❖ If Biometric Device shows “SecuGen USB U20 FRD” then skip the driver’s installation process & Go directly to RD service installation process.

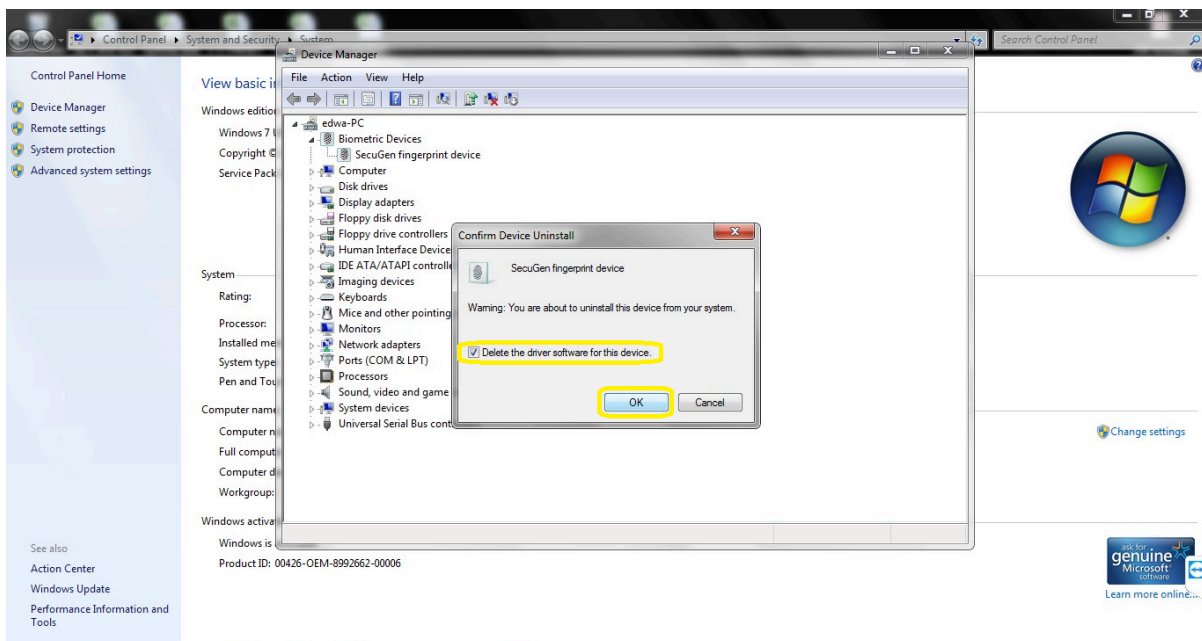
**IMPORTANT :** IF YOU CONNECT BIOMETRIC DEVICE TO YOUR SYSTEM RED LIGHT SHOULD BLINK ON THE SENSOR , IF NOT PLEASE CONTACT TO [support@SecuGenindia.com](mailto:support@SecuGenindia.com) or 022 28478472 .

## **Uninstallation Process**

1. In “Device Manager” Expand Biometric Device Then Right Click on “SecuGen fingerprint device” & Click on Uninstall Device.



□ Click on the check mark “Delete the driver software for this device” then select Uninstall



□ Then Disconnect the Biometric Device from your machine & Restart your machine.

□ After Restarting your machine Connect your Biometric device & follow the installation Process

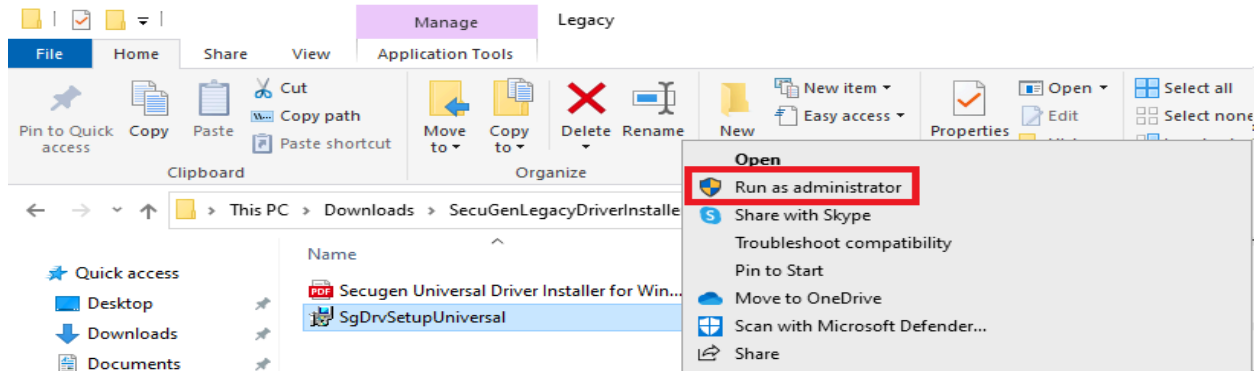
## **Universal Legacy Device Drivers Installation Steps**

Download SecuGen Biometric device drivers using below link & Extract it

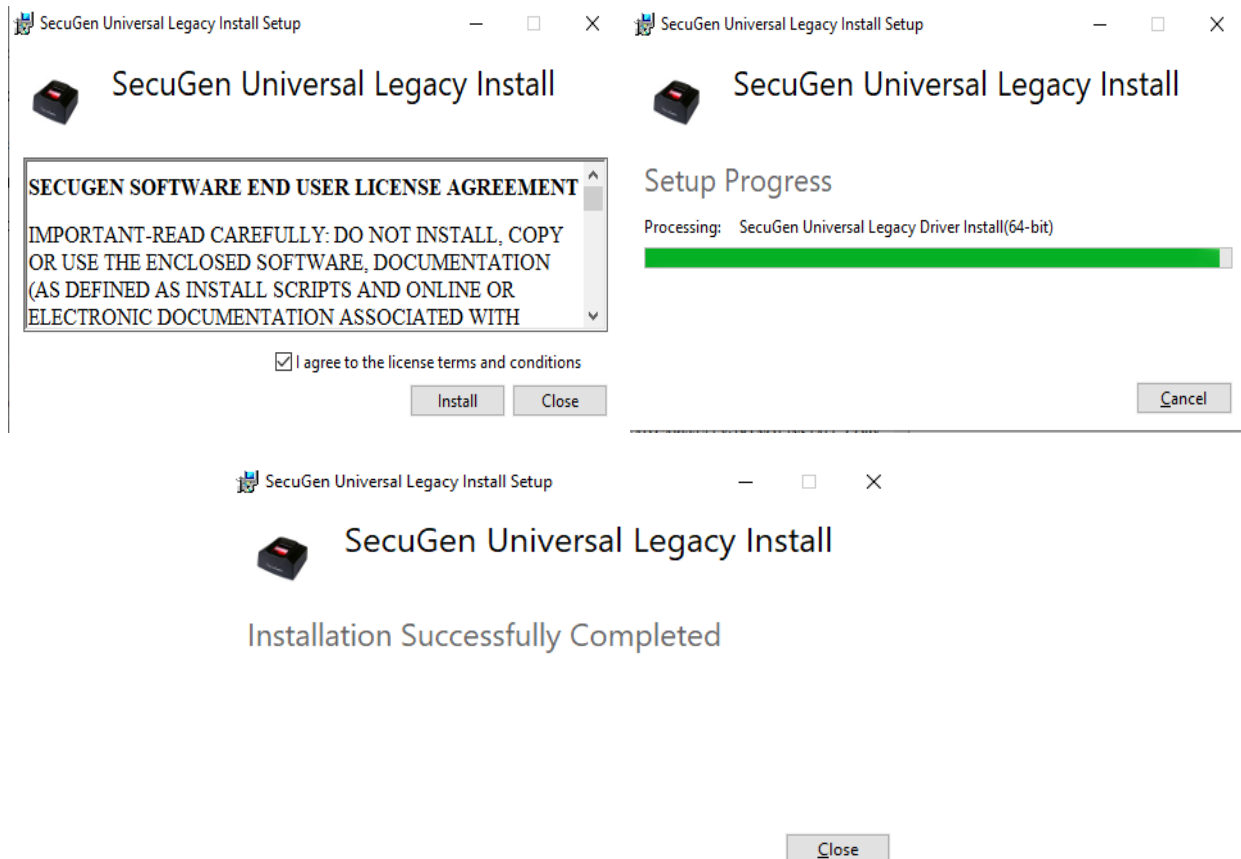
<https://www.dropbox.com/t/hJtV3D1WhUU4GFN9>

After Extracting the Downloaded Zip file SecuGenLegacyDriverInstaller\_20.zip

Run the Setup file SgDrvSetupUniversal.exe with administrator



Tick mark on Licensee Term & conditions then select Install wait for few minutes It Will Install SecuGen Universal legacy drivers

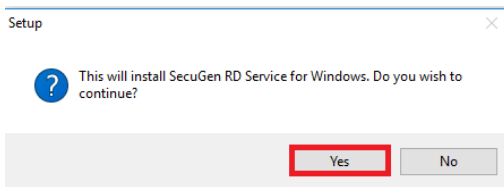
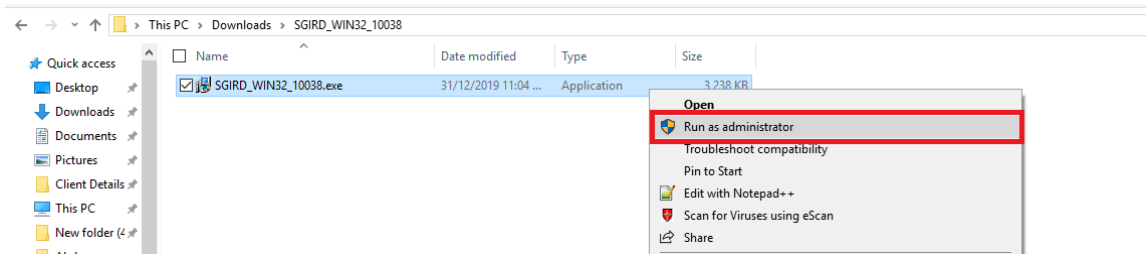


## **Installation of RD Service**

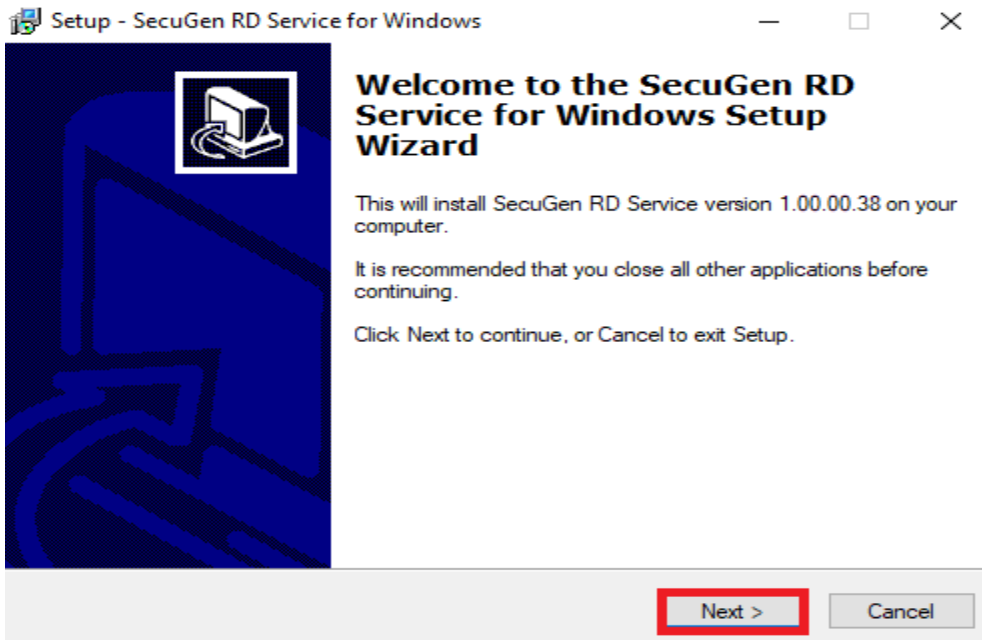
- Download SecuGen RD Service Application using below link & Extract it

[https://SecuGenindia.com/admin/upload/SGIRD\\_HU20\(X\)\\_11043.zip](https://SecuGenindia.com/admin/upload/SGIRD_HU20(X)_11043.zip)

After Extracting Run the EXE Application **SGIRD\_HU20(X)\_110\*\* .exe** with Administrator

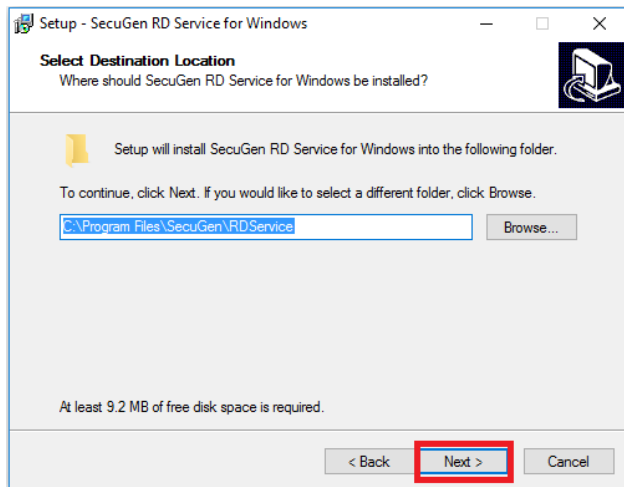
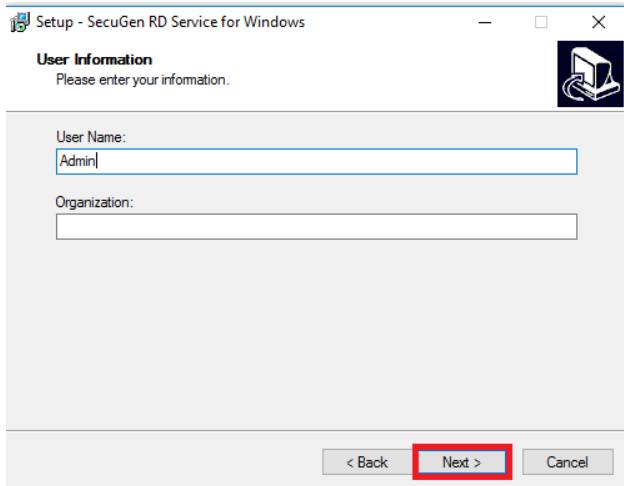


Select Yes



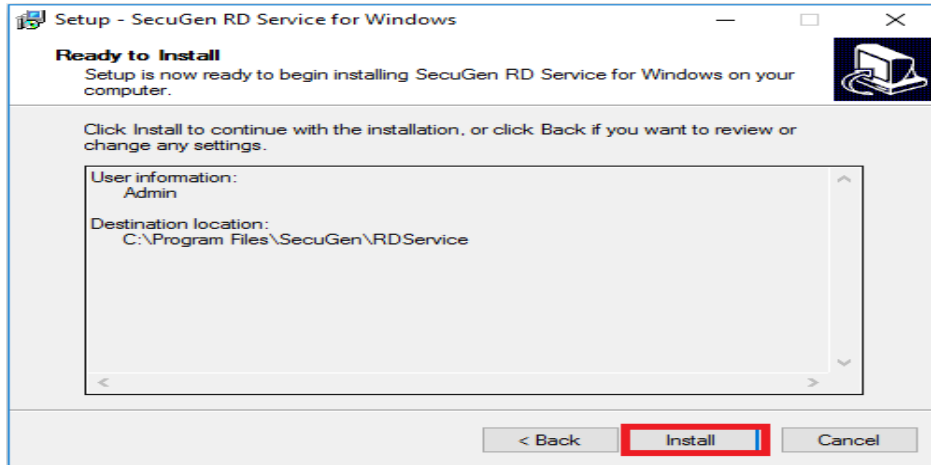
Click Next





Click Next

**Note** : Do not Change the Installation Path .

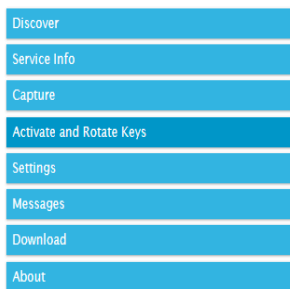


Click Install

- It will Install Rd Service in Destination Folder
- Now Go to Below Path
- If {64 Bit OS} C:\ Program Files(X86)\SecuGen\RDService  
OR
- If {32 Bit OS} C:\ Program Files\SecuGen\RDService

Open **sgi\_rdstatus** OR go to <https://SecuGenindia.in/rdstatus/rdstatus.html> Page to Check RD Service activation

## SecuGen RD Service Status Page Detail



### SecuGen RDSERVICE Discovery

RDSERVICE (LO) runs on port range of 11100 to 11120 and is identified by scanning ports in that range. RDSERVICE from a specific device provider can be identified using info attribute in XML returned as a response to http request made using special verb RDSERVICE. Once RDSERVICE is discovered then device information is returned by call to RDSERVICE using verb DEVICEINFO. Information returned describes device model in use, Provider Identification, RDSERVICE id and version along with other information. Important information that can be useful for tracking devices used in specific application is device serial number and device code (DC).

Start discovery from port number below till 11120

Protocol  http  https

Hostname

Discover RDSERVICE

RDSERVICE(S)			
Identifier	Status	Port	
SecuGen India Registered device level 0	READY	11100	

DEVICEINFO (SecuGen)	
Model	HU20
Provider Id	SECUGEN.SGI
Service Id	SGI.WIN.001
RDSERVICE Version	1.0.2
Device Code	bf9f32bf-bf55-11ea-9966-98f2b3e683e0
sno	H54200106788
password	N
queryhostport	127.0.0.1:12000

IMPORTANT

[Renew Subscription](#)

1. **Discover:** - To check the RD Service STATUS (i.e READY OR NOT READY) & to get basic detail of connected biometric device.
2. **Service Info:** - To Get the Connected Biometric Device details related to network connectivity, Certificates expiry dates, service expiry date etc.
3. **Capture:** - To Test the RD Service Fingerprint Capture
4. **Activate & Rotate Keys:** - To Do Device activation & key rotation for UIDAI  
These TAB is not for End users are activation & key rotation happens directly from SecuGen Server.
5. **Settings:** - To get Proxy settings of the user system if connected to PROXY network  
These TAB is only applicable if your system is connected to PROXY Server
6. **Messages:** - To view service messages of Device initialization, Activation, Key rotation etc.  
If you get NOT READY in Discover Tab you can get the detail error in service message
7. **Download:** - To Download the updated RD Service
8. **About:** - To View RD Service status page version