# SecuGen Biometric Device Drivers & RD Service Application Help File

## **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 .

Control Panel >	All Control Panel Items 🕨	-	← 🗗 🔽 🖉
Adjust your computer's sett	ings		View by: Small icons 🔻
🏲 Action Center	administrative Tools	🕞 AutoPlay	🐌 Backup and Restore
Biometric Devices	💶 Color Management	Credential Manager	🔐 Date and Time
🛞 Default Programs	📑 Desktop Gadgets	🚔 Device Manager	na Devices and Printers
🖳 Display	Ease of Access Center	F Folder Options	💦 Fonts
릚 Getting Started	🝓 HomeGroup	🔒 Indexing Options	🔂 Internet Options
📖 Keyboard	🖾 Location and Other Sensors		騹 Network and Sharing Center
📟 Notification Area Icons	🥵 Parental Controls	Performance Information and Tools	Personalization
🛄 Phone and Modem	Power Options	🛐 Programs and Features	🜮 Recovery
🔊 Region and Language	🐻 RemoteApp and Desktop Connections	📢 Sound	🖶 Speech Recognition
📵 Sync Center	12 System	🛄 Taskbar and Start Menu	📧 Troubleshooting
🍇 User Accounts	📑 Windows CardSpace	iiii Windows Defender	🔗 Windows Firewall
Windows Update			

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

5	Programs and Features						
÷	> · 🛧 🖬 > Control P	anel > Programs > Programs and Features					✓ <sup>™</sup> <sub>0</sub>
	Control Panel Home	Uninstall or change a program					
	View installed updates	To uninstall a program, select it from the list and then click Uni	nstall, Change or Repair.				
•	Turn Windows features on or						
	off	Organise 💌					
		Name	Publisher	Installed On	Size	Version	
		📧 SecuGen FMA	SecuGen	07/02/2018	861 KB	1.3.4.1	
		d SecuGen WBF driver	SecuGen	07/02/2018	7.30 MB	2.4.0.0	
		d SecuGen Hamster Pro 20	SecuGen	07/02/2018	4.06 MB	1.4.3.0	
		💐 Windows Driver Package - SecuGen Corporation (SGFDU05) U	SecuGen Corporation	07/02/2018		05/23/2017 1.4.3.0	
		Skype version 8.14	Skype Technologies S.A.	01/02/2018	178 MB	8.14	
		licrosoft OneDrive	Microsoft Corporation	30/01/2018	101 MB	17.3.7294.0108	
		CleanUp!		12/12/2017			
		nozilla Firefox 57.0.1 (x86 en-US)	Mozilla	11/12/2017	126 MB	57.0.1	
		🖏 Mozilla Maintenance Service	Mozilla	04/12/2017	260 KB	57.0.1.6541	

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"

### <u>OR</u>

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

Π				
0:5_	Command Prompt		error.txt	
3	Paint	Admin		
	Getting Started	Documents		
2	Connect to a Projector	Pictures	uGen_H	
	Services	Music	8	
8	Calculator	Computer	Open	
	Sticky Notes	Control Panel 😽	Manage Map network drive	
	Snipping Tool	Devices and Printe	Disconnect network drive	
	XPS Viewer	Default Programs Help and Support	Show on Desktop Rename	
0	Logitech QuickCam		Properties	
►	All Programs			
Sec	arch programs and files 🔰	Shut down 🕨		Windows 7 Build 7601
				This copy of Windows is not genuine
8	2			▲ 🇤 🔁 🍡 12:17 AM 1/1/2010

- 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 .



- 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

🛃 System				-	٥	×
← → × ↑ 🛂 > Control	Panel > System and Security > Sy	stem	🛃 Device Manager —		×	2
Control Panel Home	View basic information	about your computer	File Action View Help			0
🐶 Device Manager	Windows edition		ESKTOP-C34V98G			
👎 Remote settings	Windows 10 Enterprise		> 💻 Computer			
System protection	© 2016 Microsoft Corpora	tion. All rights reserved.	> Disk drives > Display adapters			D
Value of the system settings of the system settings of the system settings of the system settings of the system setting settin			> 🙀 Human Interface Devices			
	System		> 📷 IDE ATA/ATAPI controllers			
	Processor:	Intel(R) Core(TM) i3-4150 CPU @ 3.50GHz 3.50 GHz	> Keyboards			
	Installed memory (RAM):	4.00 GB (3.41 GB usable)	Monitors			
	System type:	32-bit Operating System, x64-based processor	> The Network adapters			
	Pen and Touch:	No Pen or Touch Input is available for this Display	✓      ✓      ✓      ✓      Other devices     ✓      ✓      Securing USB U2D			
	Computer name, domain and	workgroup settings	>  Print queues			-
	Computer name:	DESKTOP-C34V98G	> 🗃 Printers			qs
	Full computer name:	DESKTOP-C34V98G	Processors Software devices			
	Computer description:		Sound, video and game controllers			
	Workgroup:	WORKGROUP	> Se Storage controllers			
			System devices			

 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 <u>support@SecuGenindia.com</u> or 022 28478472 .

### **Uninstallation Process**

 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

Control Panel Home © Device Manager © Remote settings © System protection © Advanced system settings	System and Security → Sustem         Device Manager         View basic i         File Action View Help         Windows editor         Windows editor      <	Search Control Panel       P         Image: Search Control Panel       P
See also Action Center Windows Update Performance Information and Tools	Windows active Windows is Product ID: 00426-OEM-8992662-00006	Sector Contraction

- □ 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

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SecuGen Universal Legacy Install	SecuGen Universal Legacy Install
SECUGEN SOFTWARE END USER LICENSE AGREEMENT IMPORTANT-READ CAREFULLY: DO NOT INSTALL, COPY OR USE THE ENCLOSED SOFTWARE, DOCUMENTATION (AS DEFINED AS INSTALL SCRIPTS AND ONLINE OR ELECTRONIC DOCUMENTATION ASSOCIATED WITH	Setup Progress Processing: SecuGen Universal Legacy Driver Install(64-bit)
BecuGen Universal Legacy Install Setup SecuGen Universal	– 🗆 × Legacy Install

Installation Successfully Completed

<u>C</u>lose

**Installation of RD Service** 

Download SecuGen RD Service Application using below link & Extract it

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

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



👘 Se	etup - SecuGen RD Service for Windows		-		×
U	ser Information				
	Please enter your information.			0	
	User Name:				
	Admin				
	Organization:				
	-				
		< Back	Next >	Can	icel
👘 s	etup - SecuGen RD Service for Windows		-		×
S	elect Destination Location Where should SecuGen RD Service for Wi	ndows be installed	1?	(	
	Setup will install SecuGen RD Ser	vice for Windows	into the following	g folder.	
	To continue, click Next. If you would like to	select a different	folder, click Brov	vse.	
	C:\Program Files\SecuGen\RDService		В	rowse	
	At least 9.2 MB of free disk space is require	d.			
-					
		< Back	Next >	Car	cel

Click Next

Note : Do not Change the Installation Path .

Setup - SecuGen RD Service for Windows – – ×       Ready to Install     ×       Setup is now ready to begin installing SecuGen RD Service for Windows on your
Ready to Install Setup is now ready to begin installing SecuGen RD Service for Windows on your
Setup is now ready to begin installing SecuGen RD Service for Windows on your
computer.
Click Install to continue with the installation, or click Back if you want to review or change any settings.
User information:
Destination location:
✓
<
< Back Install Cancel Click

- It will Install Rd Service in Destination Folder •
- Now Go to Below Path .
- If {64 Bit OS} C:\ Program Files(X86)\SecuGen\RDService ٠ 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

Discover
Service Info
Capture
Activate and Rotate Keys
Settings
Messages
Download
About

### SecuGen RDSERVICE Discovery

RDSERVICE (L0) 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 DEVICENFO. 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

11100	

#### Protocol @http Ohttps

#### Hostname

#### 127.0.0.1 RDSERVICE(S) Identifier Status Port SecuGen India Registered device level 0 READY 11100 DEVICEINFO (SecuGen) HU20 Model SECUGEN.SGI Provider Id Service Id SGI.WIN.001 1.0.2 bf9f32bf-bf55-11ea-9966-98f2b3e683e0 RDSERVICE Version Device Code H54200106788 srno password queryhostport 127.0.0.1:12000

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. <u>Service Info</u>: - 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. <u>Activate & Rotate Keys</u>: - 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. <u>Settings</u>: - 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