

# SecuGen RD Service Help File

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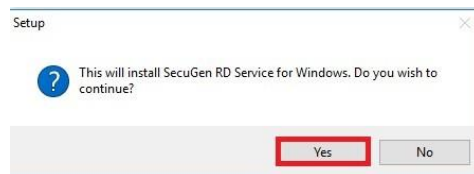
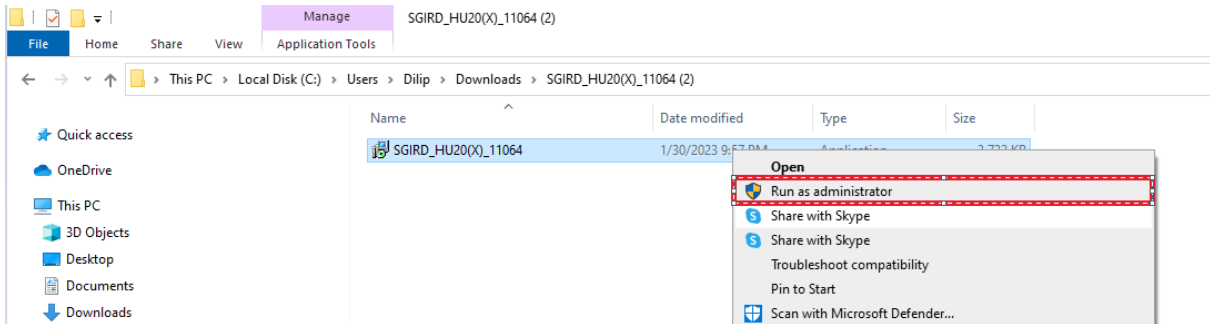
1. Installation of RDService
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## Installation of RDService

Download SecuGen RDService Application using below link & Extract it.

[https://secugenindia.com/admin/upload/SGIRD\\_HU20\(X\)\\_11064.zip](https://secugenindia.com/admin/upload/SGIRD_HU20(X)_11064.zip)

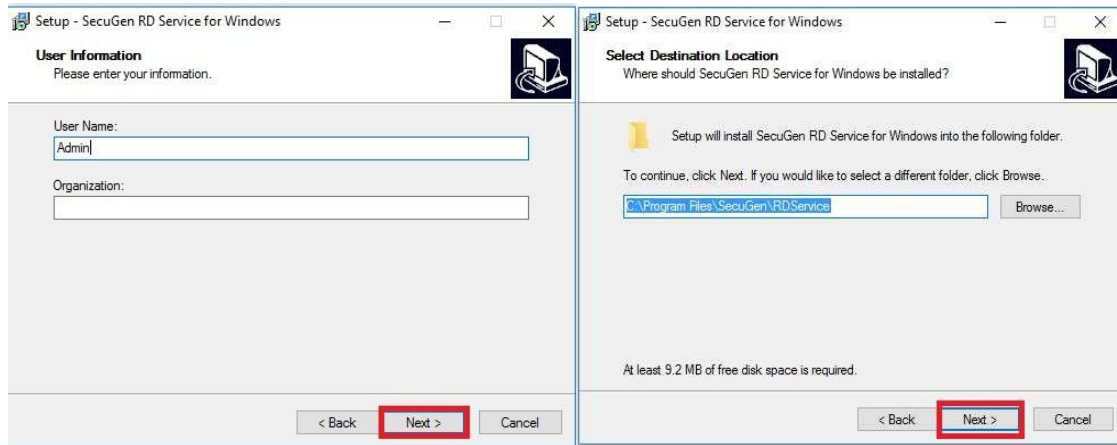
After Extracting Run the EXE Application **SGIRD\_HU20(X)\_11064.exe** with Administrator



SelectYes

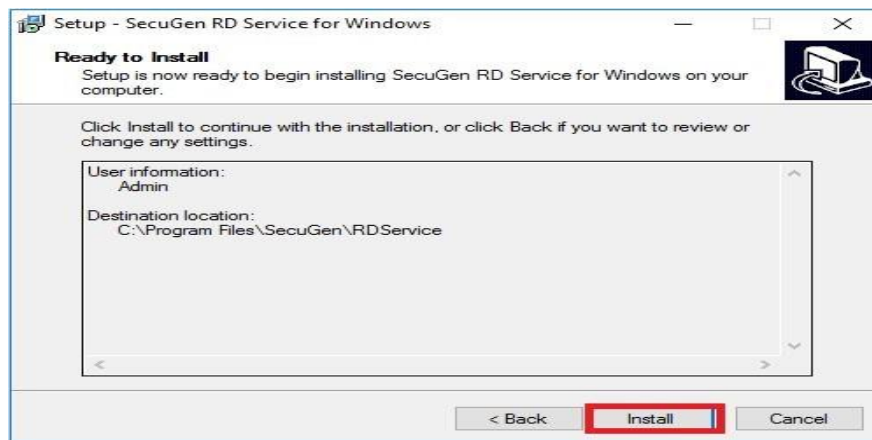


ClickNext



ClickNext

**Note:** DonotChangetheInstallationPath.



ClickInstall

- It will Install RdService in Destination Folder
- Now Goto BelowPath
- If {64BitOS}  
C:\ProgramFiles(X86)\SecuGen\RDService OR
- If {32BitOS} C:\ProgramFiles\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

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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 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

11100

Protocol ☒ http ☐ https

Hostname

127.0.0.1

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	SCLWIN.001
RDSERVICE Version	1.0.2
Device Code	bf9f32bf-bf55-11ea-9966-98f2b3e683e0
srno	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**:-ToTesttheRDSERVICEFingerprintCapture
4. **Activate&RotateKeys**:-ToDoDeviceactivation&keyrotationforUIDAI  
These TAB is not for End users as Device activation & key rotation happens directly from SecuGen Management 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 thedetail error inservice message
7. **Download**:-ToDownloadtheupdatedRDSERVICE
8. **About**:-ToViewRDSERVICEstatuspageversion

## **Basic SecuGen RDSERVICE troubleshooting steps**

- ❖ InDiscoverTabifyougetmessage**SecuGenRDSERVICEnotfound**CheckyourwindowsOSit shouldbeWindows7SP1(ServicePack1)& above.Ifyouarestillgetting sameerrorPlease download & Install windows update using below link

<https://support.microsoft.com/en-us/topic/update-for-universal-c-runtime-in-windows-c0514201-7fe6-95a3-b0a5-287930f3560c>

AfterInstallation Restart your system & then check again

- ❖ InDiscoverRD ServiceifyouseemultiplevendorRDSERVICELikeMantra,Morphoetc.

Discover RDSERVICE		
RDSERVICE(S)		
Identifier	Status	Port
Mantra Authentication Vendor Device Manager	NOTREADY	11101
SecuGen India Registered device level 0	NOTREADY	11100
Morpho_RD_Service	NOTREADY	11102

You need to Uninstall other vendor RDSERVICE or STOP the RDServices in “services.msc”

- ❖ InCaptureinyouget**Errorcode100:InvalidPidOptionsXML**thenyouneedtoclickon**GetSample PidOpts**then click on Capture to Test RD Service Fingerprint Capture

Get Sample PidOpts	Get Last Transaction
Capture	
RESPONSE DATA	
Error	100
Info	Invalid PidOptions XML