

SecuGen RD Service Help File

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1. Installation of RDService

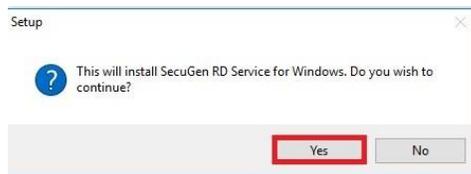
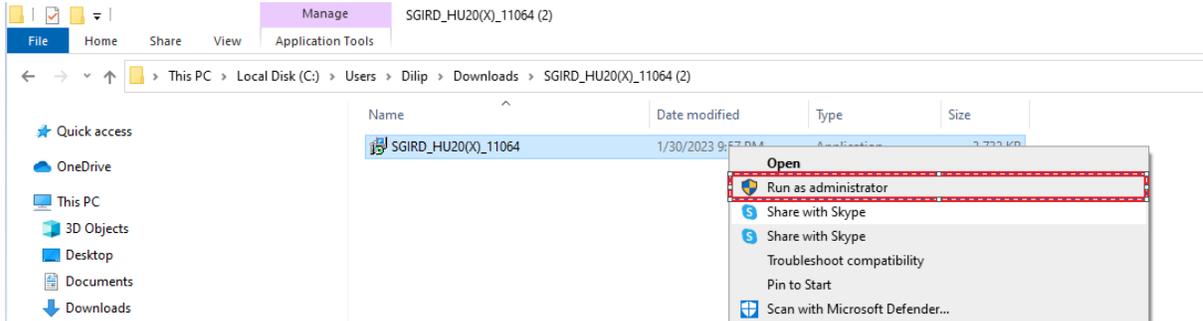
2. SecuGen RDService Status Page Detail

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)

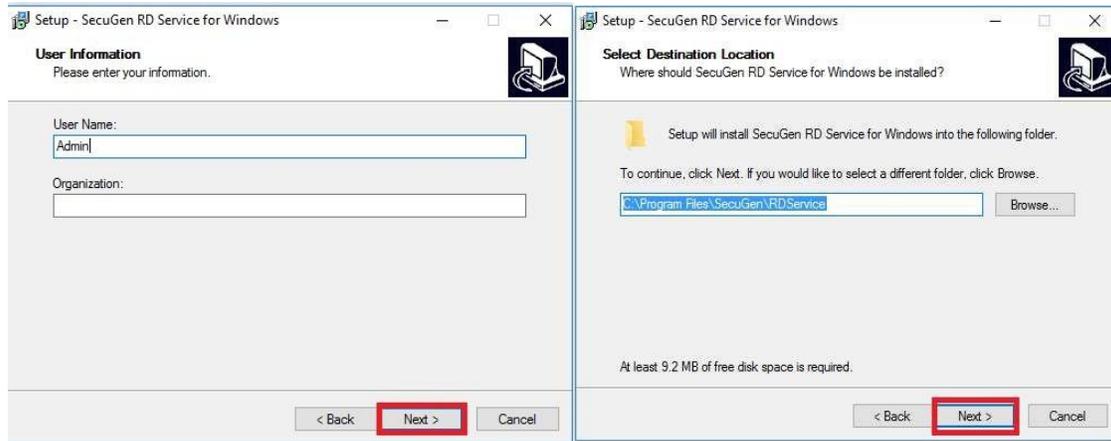
After Extracting Run the EXE Application **SGIRD_HU20(X)_11064.exe** with Administrator



SelectYes

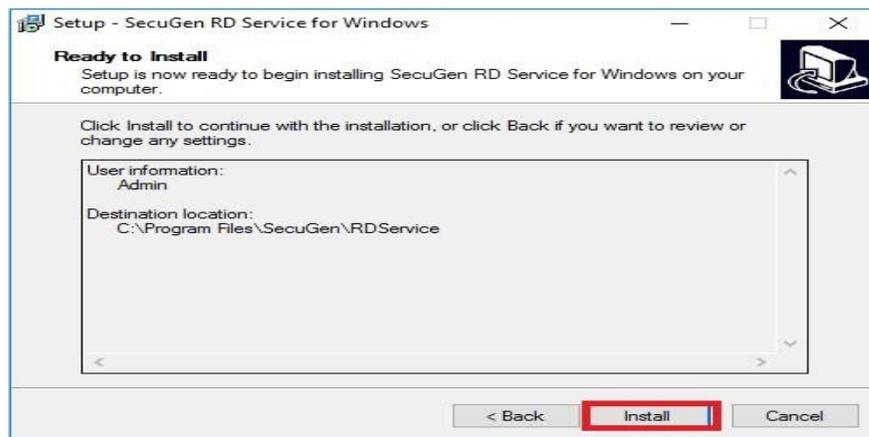


ClickNext



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

IMPORTANT
[Renew Subscription](#)

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_SCI |
| Service Id | SCL.WIN.001 |
| RDSERVICE Version | 1.0.2 |
| Device Code | bf9f32bf-bf55-11ea-9966-98f2b3e683e0 |
| srno | H54200106788 |
| password | N |
| queryhostport | 127.0.0.1:12000 |

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

- ❖ In Discover Tab if you get message **SecuGen RDSERVICE not found** Check your windows OS it should be Windows 7 SP1 (Service Pack 1) & above. If you are still getting same error Please 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>

After Installation Restart your system & then check again

- ❖ In Discover RD Service if you see multiple vendor RD Service Like Mantra, Morpho etc.



| 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"

- ❖ In Capture if you get **Error code 100: Invalid PidOptions XML** then you need to click on **Get Sample PidOptions** then click on Capture to Test RD Service Fingerprint Capture



Get Sample PidOptions Get Last Transaction

Capture

| RESPONSE DATA | |
|---------------|------------------------|
| Error | 100 |
| Info | Invalid PidOptions XML |