# **1.** Go to Start $\rightarrow$ Right Click on Computer $\rightarrow$ Go to Properties



2. Click on Advanced System Setting → Go to Hardware Tab
 →Device installation Setting → Select No, let me choose what to do → Then Select Never install driver software from windows update → Save Changes

| Control Panel Home         | View basic informa                       | tion about your computer   |   |  |  |
|----------------------------|--|--|---|--|--|
| )evice Manager             | Windows edition S                        | ystem Properties   |   |  |  |
| emote settings             | Windows 7 Ultima                         | Computer Name Hardware Advanced Sustem Protection Remote   |   |  |  |
| stem protection            | Copyright © 2009                         | Computer Hame  | Device Installation Settings  |  |  |
| Ivanced system settings    | Service Pack 1                           | Device Manager   |   |  |  |
|                            |  | The Device Manager lists all the hardware devices installed<br>on your computer. Use the Device Manager to change the<br>properties of any device. | Do you want Windows to download driver software and realistic icons for your devices? |  |  |
|                            |  |  | Pes, do this automatically (recommended)  |  |  |
|                            | System                                   | Device Installation Settings   |   |  |  |
|                            | Rating:                                  | Choose whether Windows downloads driver software for your<br>devices and detailed information about them.  | No, let me choose what to do  |  |  |
|                            | Processor                                |  | Always install the best driver software from Windows Update.                          |  |  |
|                            | Installed memory (                       | Device Installation Settings   | computer.   |  |  |
|                            | System type:                             |  | Never install driver software from Windows Update.                                    |  |  |
|                            | Pen and Touch:                           |  | Renlace generic device icons with enhanced icons                                      |  |  |
|                            | Computer name, dom                       |  | Enclade generic device revis with enhanced revis                                      |  |  |
|                            | Computer name:                           |  |   |  |  |
|                            | Full computer nam                        |  |   |  |  |
|                            | Computer descript                        |  | why should I have windows do this automatically?                                      |  |  |
|                            | Workgroup:                               | OK Cancel Apply  |   |  |  |
|                            | Windows activation                       |  | Save Changes Cancel   |  |  |
| ee also                    | Windows is activated                     |  | ask for .   |  |  |
| ction Center               | Product ID: 00426-0EM-8992662-00006 Genu |  |   |  |  |
| /indows Update             | i din                                    |  |   |  |  |
| erformance Information and |  |  | Lean more   |  |  |

- 3. Now go to Device Manager → Check for connected biometric Device
- > If Biometric Device Shows **Secugen Fingureptint Device**



Go to Step 4 for installation

> If Biometric Device Shows In Other Devices With Yellow mark then install drivers



## Go to Step 8

> If Biometric Device Shows propriety drivers Then skip the driver installation.



# 4. Right click & Click on Uninstall



5. Select the check mark Delete the drivers →Click on Ok Restart you Machine & reconnect Biometric device .



6. Open Device Manger again , Then go to Computer name & right click on computer name →Then click on scan for hardware changes



# 7. Now the SecuGen USB U20 biometric device will appears in Other devices



## 8. Driver Installation

Go to www.Secugenindia.com

- ➔ Click solutions Tab
- → Go to Link 5) SecuGen RD Services Click here
- → Then click on <u>SecuGen Pro20 Device Drivers</u>

### Or

You can directly download the drivers from below link

http://www.secugenindia.com/rdservice/downloads/U20 Legacy Driver v127.zip

- 9. After Downloding the drivers extract the zip
   →Then again go to Device Manager
  - $\rightarrow$  Right click on SecuGen USB U20
  - →Then click on Update Driver Software



#### Then Select $\rightarrow$ Browse my computer for driver software 10.



#### Browse the path where you extracted the drivers 11.

| -> C @ cocu       |   |  |      |          |
|-------------------|---|--|------|----------|
| o Secu            |   | evice Manager  |      | H U      |
|                   | Fil                                     | Action View Help   | 27 🔎 |          |
|                   | 2) SecuGen RD Se                        |  |      |          |
|                   | 4                                       | edwa www.  |      |          |
|                   |   |  |      |          |
|                   | 100000000000000000000000000000000000000 | Di Update Driver Software - SecuGen USB U20  |      |          |
|                   | SecuGen Pro20 L                         |  |      |          |
|                   | 1) SecuGen Pro20                        | Browse for driver software on your computer  |      |          |
|                   |   |  |      |          |
|                   |   | Search for driver software in this location:   |      |          |
|                   | Davias Pagistratic                      | → C:\Users\edwa\Downloads\U20_Legacy_Driver_v127\  Browse  |      |          |
|                   | Device Registrativ                      | M C:\Users\edwa\Downloads\U20_Legacy_Driver_v127\v127  |      |          |
|                   | Register you devid                      |  |      |          |
|                   |   | a 🚡 or   |      |          |
|                   | Undeter                                 |  |      |          |
|                   | Updates                                 |  |      |          |
|                   | 1) SecuGen RD Se                        | Let me pick from a list of device drivers on my computer<br>This list will show installed driver compatible with the device, and all driver. |      |          |
|                   |   | software in the same category as the device.   |      |          |
|                   | 2) SecuGen RD Se                        | ⊳- <b>₩</b> Ut   |      |          |
|                   |   |  |      |          |
|                   |   |  |      |          |
|                   | Documents                               | Next Cancel  |      |          |
|                   | 1) C C DD C                             |  |      |          |
|                   | 1) Secuden RD Se                        |  |      |          |
|                   |   |  |      | J        |
|                   | 2) Secuden RD Service                   | Network Connectivity Troubleshooting   |      |          |
|                   |   |  |      |          |
| 1120 Legacy Drive | er zin 🔿                                |  |      | Show all |
| 020_ccgdcy_Dilvi  | erep                                    |  |      |          |

# Click next → then select check mark → then click on install



# 13. Shows the below screen now the drivers are installed successfully.



# Now the installation of RD Service

- Go to <u>http://secugenindia.com/rdservice.html</u>
- Then scroll down till the updates
- Click on Secugen RD Service for Windows Production (Build No. 25).

Note : Build no version can be different Like 25 Or any updated version .

| 🗅 Secugen India         | ×   | ashok - D        |
|-------------------------|---|------------------|
|                         | igenindia.com/rdservice.html                                | ☆ 🔮 🗄            |
|                         |   |                  |
|                         | 2) SecuGen RD Service For Windows Production                |                  |
|                         | SecuGen Pro20 Legacy Drivers                                |                  |
|                         | 1) SecuGen Pro20 Device Drivers                             |                  |
|                         |   |                  |
|                         | Device Registration Form                                    |                  |
|                         | Register you device for SecuGen RD Service                  |                  |
|                         | Updates   |                  |
|                         | 1) SecuGen RD Service For Android Production (Build No. 20) |                  |
|                         | 2) SecuGen RD Service For Windows Production (Build No. 23) |                  |
|                         | Documents   |                  |
|                         | 1) SecuGen RD Service High Level Architecture               |                  |
|                         | 2) SecuGen RD Service Network Connectivity Troubleshooting  | Œ                |
| www.secugenindia.com/rd | service/downloads/SGIRD_Windows_Updated_23.zip              |                  |
| U20_Legacy_Driv         | erzip   | Show all X       |
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- > Extract the zip & then install the setup
- > Now go to Below path  $\rightarrow$  C:\ Program Files\SecuGen\RDService OR
  - C:\ Program Files(X86)\SecuGen\RDService

### > Now run the sgirdclient.exe



(It requires .Net v4 ) to check the RD service status

## Or

- You can check form logs in the same folder \*.log file (C:\SecuGen\RDService\)
- ✓ If RD Service status is READY then Please contact the application Team .
- ✓ If RD Service status is NOT Ready please check with support Team.

Please also go through below docs.

Reference

http://www.secugenindia.com/rdservice/downloads/SecuGen\_RD\_HLA.pdf

http://www.secugenindia.com/rdservice/downloads/SecuGen\_RD\_Network.pdf

http://www.secugenindia.com/rdservice/downloads/SecuGen RD FAQ.pdf

If your are facing the error "TimeStamp (ts) value is expired"

→ Go to Control panel  $\rightarrow$  Date & Time

➔ In Time Zone the Location should be (UTC+05:30) Chennai, Kolkata, Mumbai, New Delhi

If not you have to change it from change Time Zone Option



➔ Go to Internet Time Click on Change Settings In Server Select "time.nist.gov" Click on Update Now



- → After Successfully Time Synchronised
- → Restart Secugen RD Service In "Services.msc"