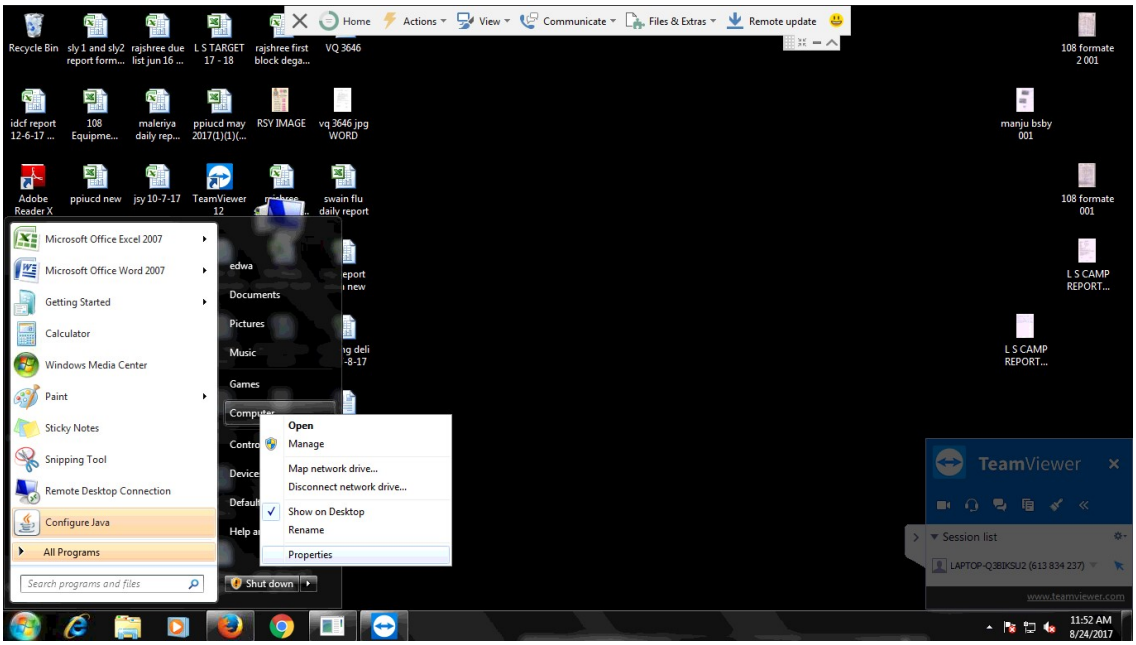
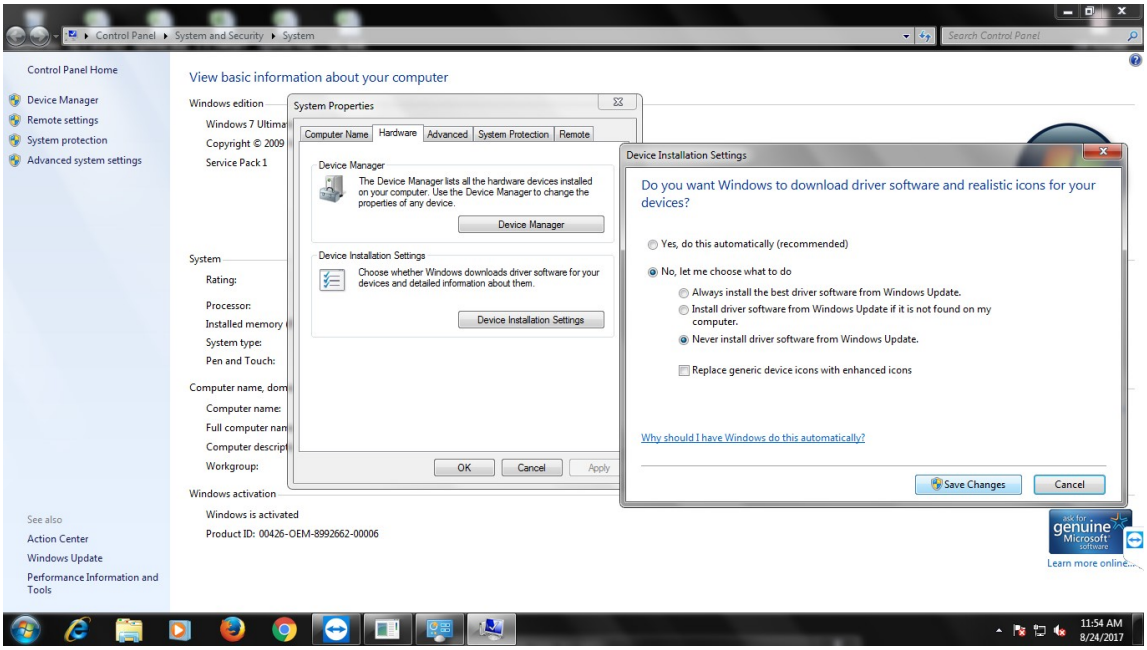
1. Go to Start → Right Click on Computer → Go to Properties

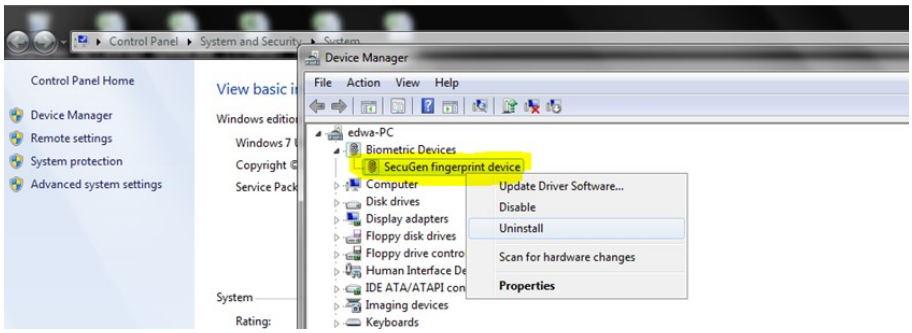


2. Click on Advanced System Setting → Go to Hardware Tab →Device installation Setting → Select No, let me choose what to do → Then Select Never install driver software from windows update → Save Changes



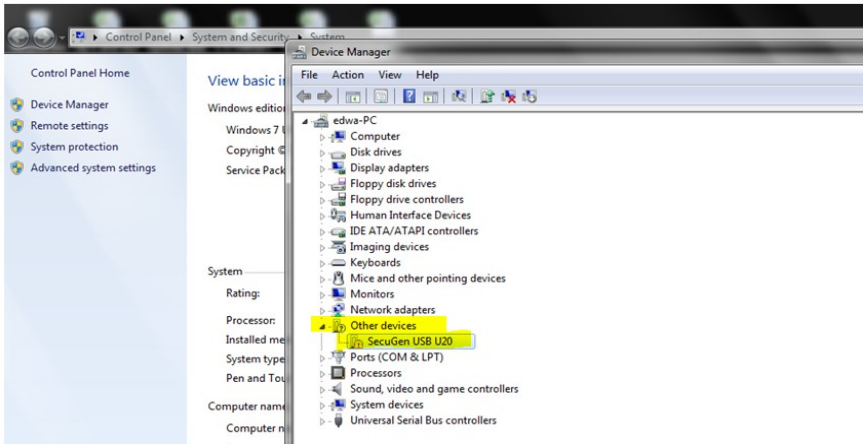
3. Now go to Device Manager → Check for connected biometric Device

- If Biometric Device Shows **Secugen Fingureptint Device**



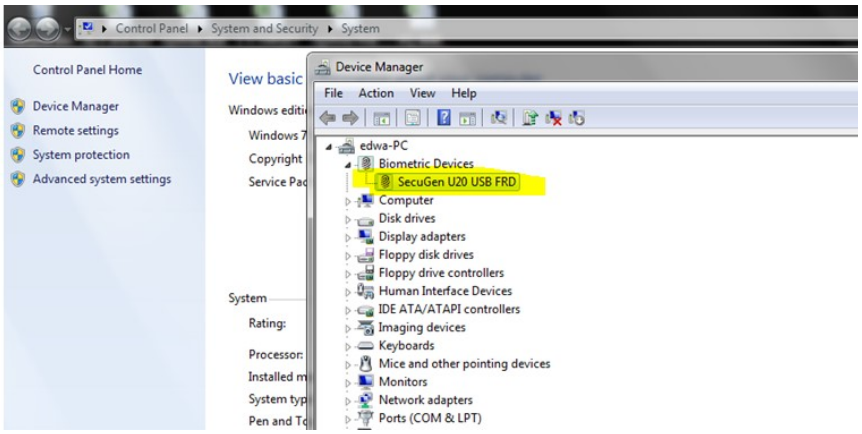
Go to Step 4 for installation

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

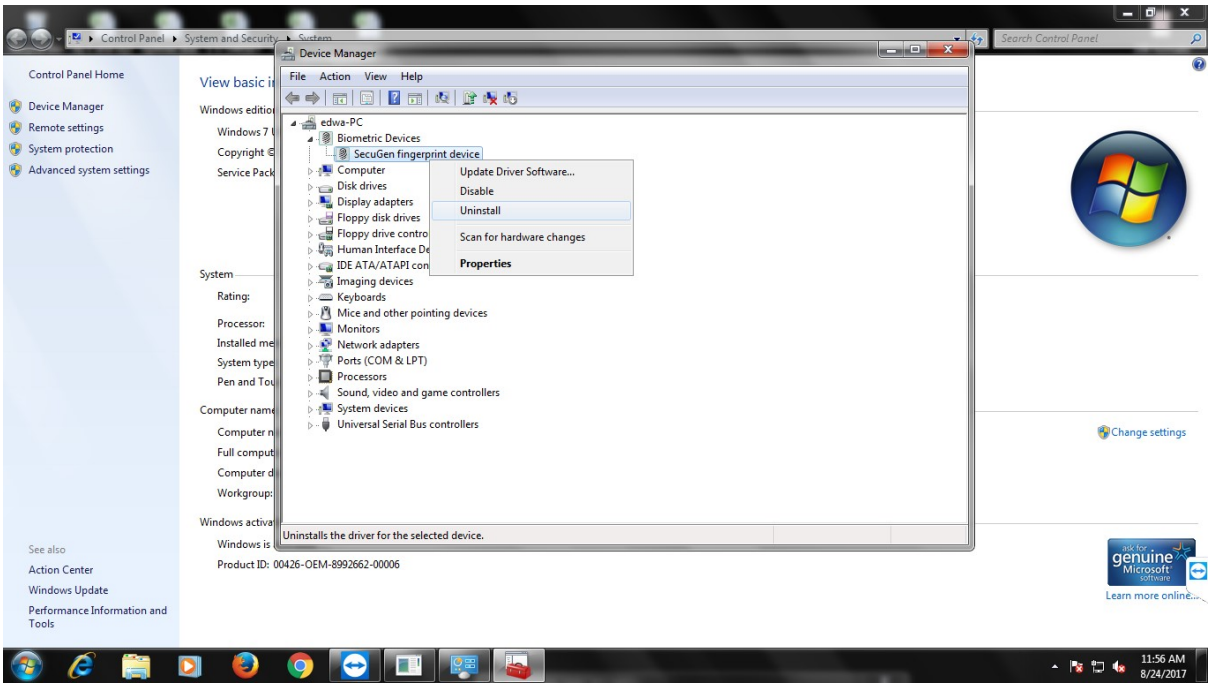


Go to Step 8

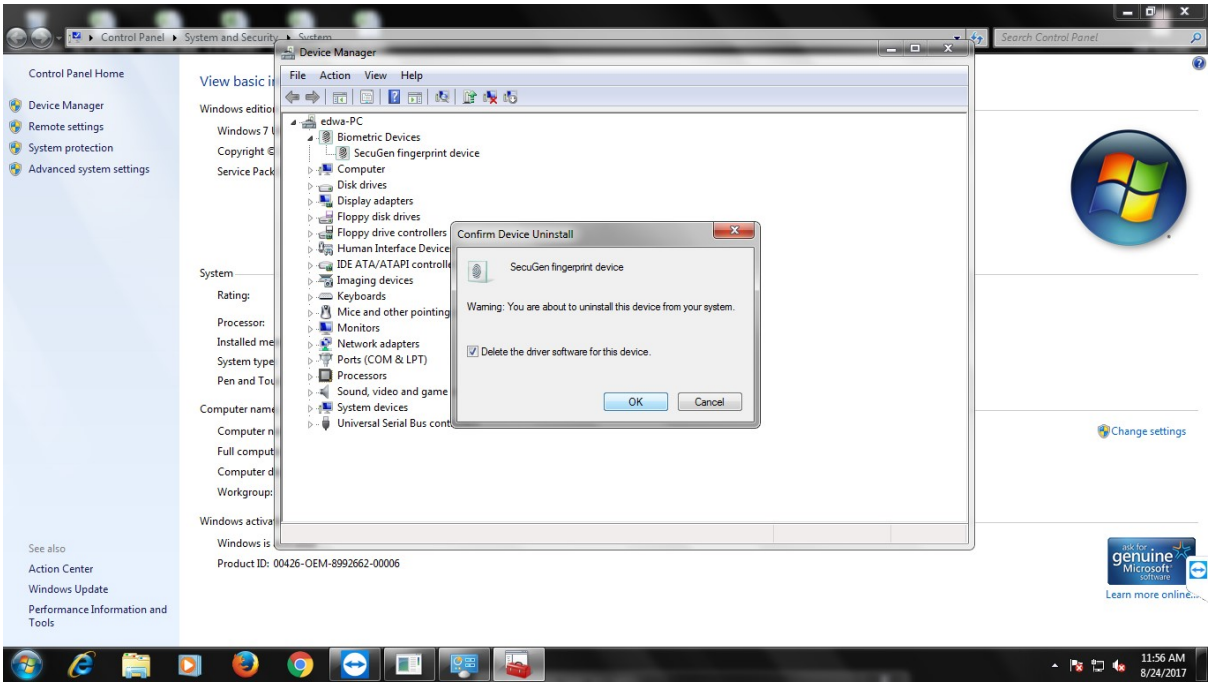
- If Biometric Device Shows propriety drivers Then skip the driver installation.



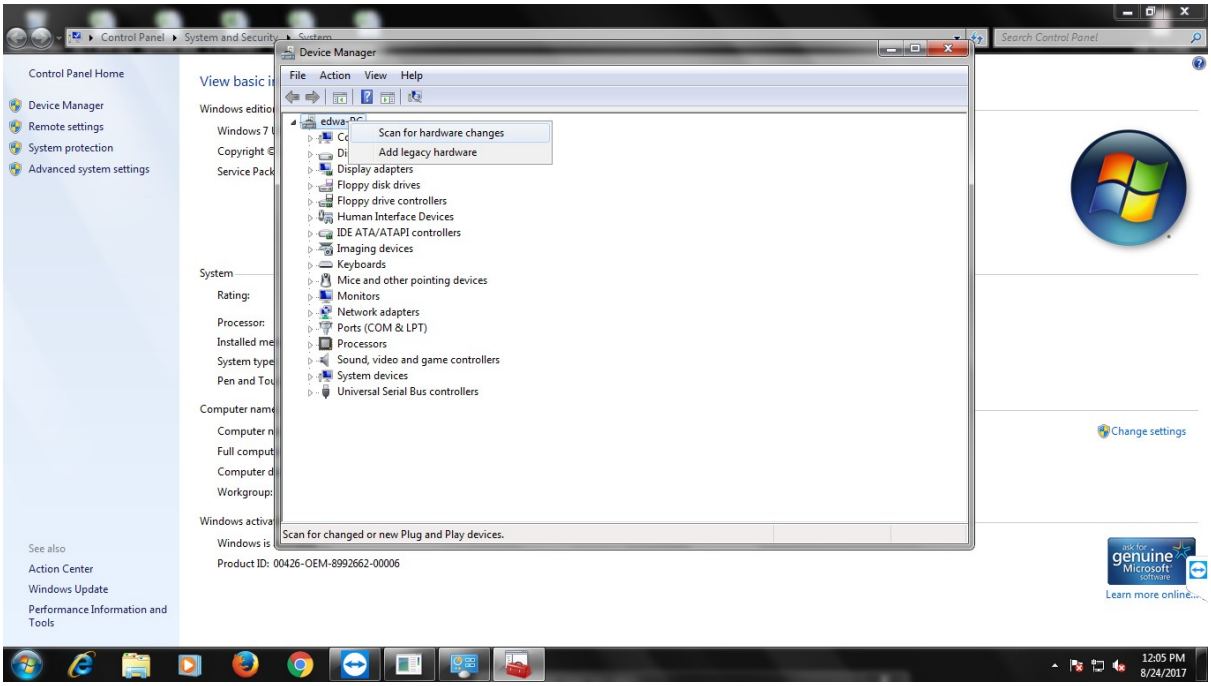
4. Right click & Click on Uninstall



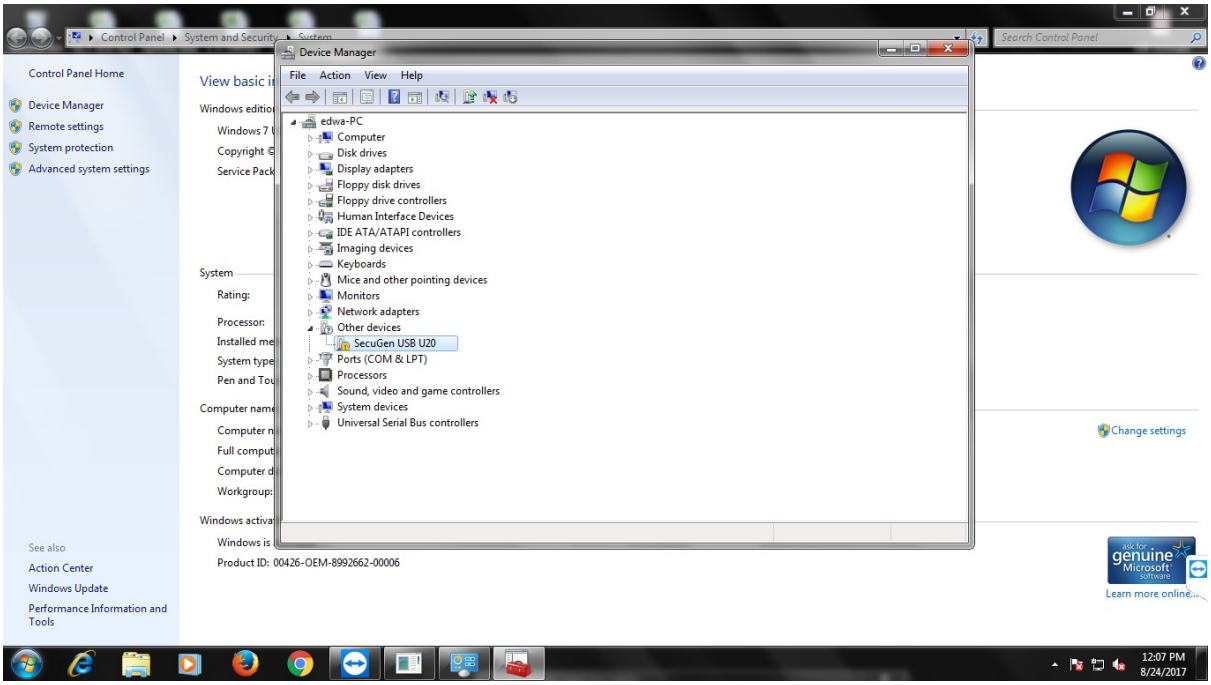
5. Select the check mark Delete the drivers →Click on Ok Restart you Machine & reconnect Biometric device .



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 SecuGen Pro20 Device Drivers**

Or

You can directly download the drivers from below link

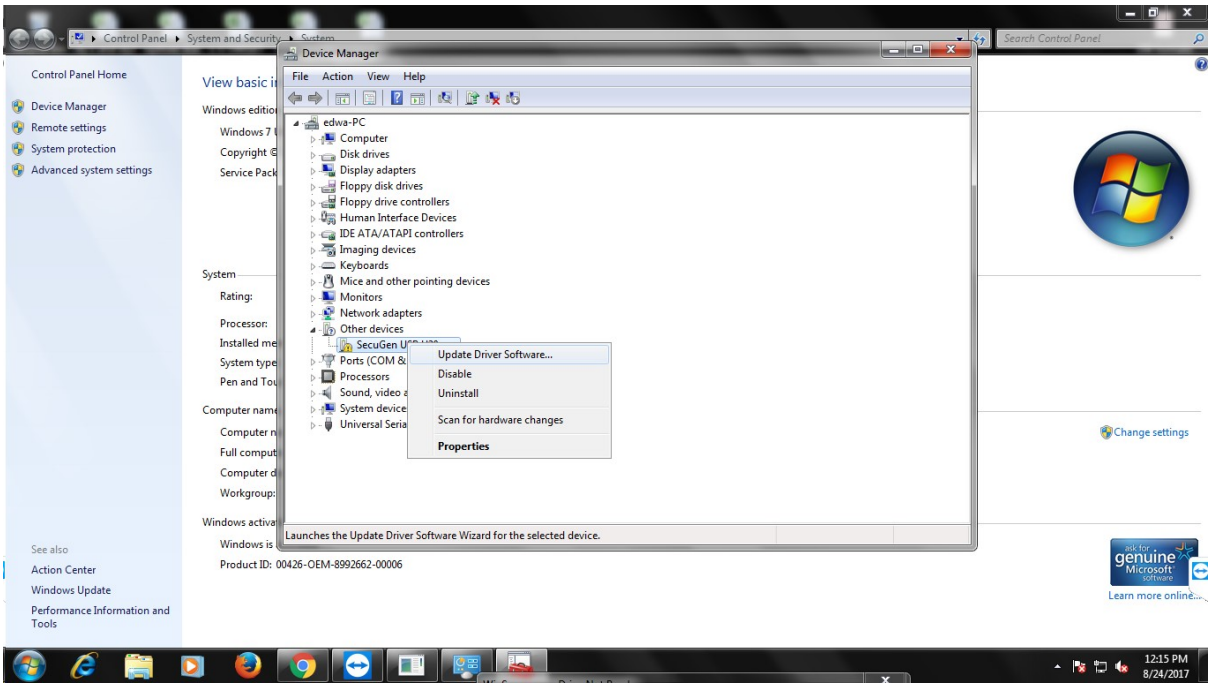
http://www.secugenindia.com/rdservice/downloads/U20_Legacy_Driver_v127.zip

9. After Downloding the drivers extract the zip

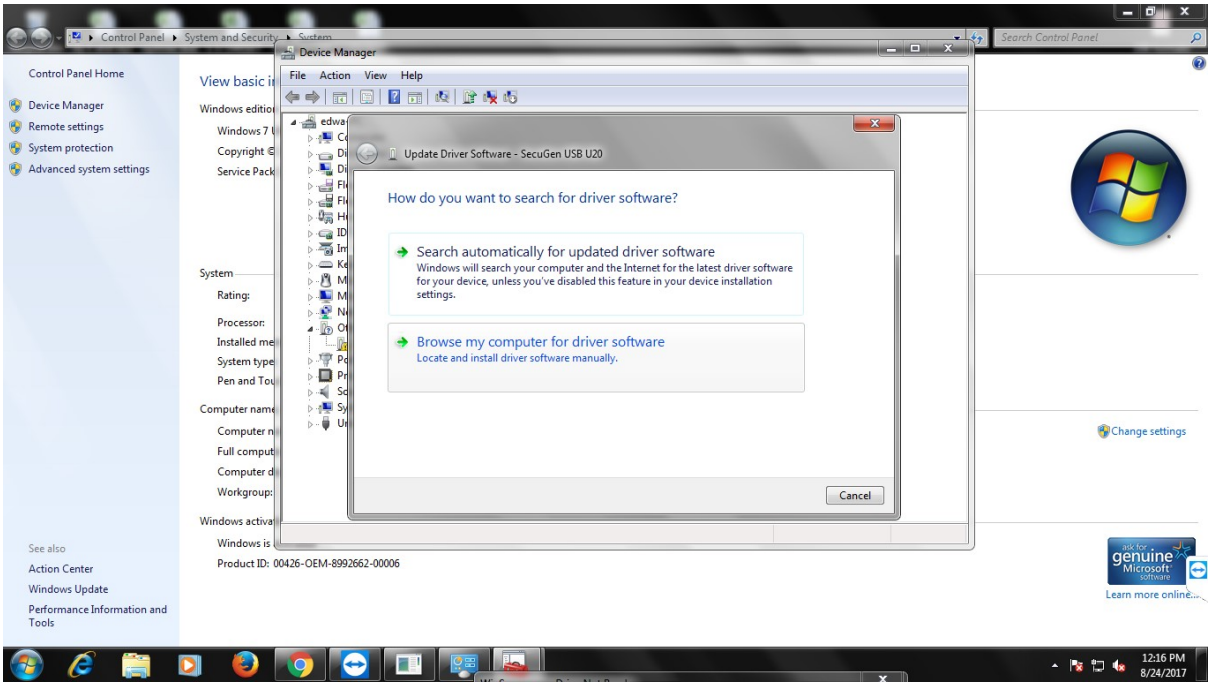
→Then again go to Device Manager

→Right click on SecuGen USB U20

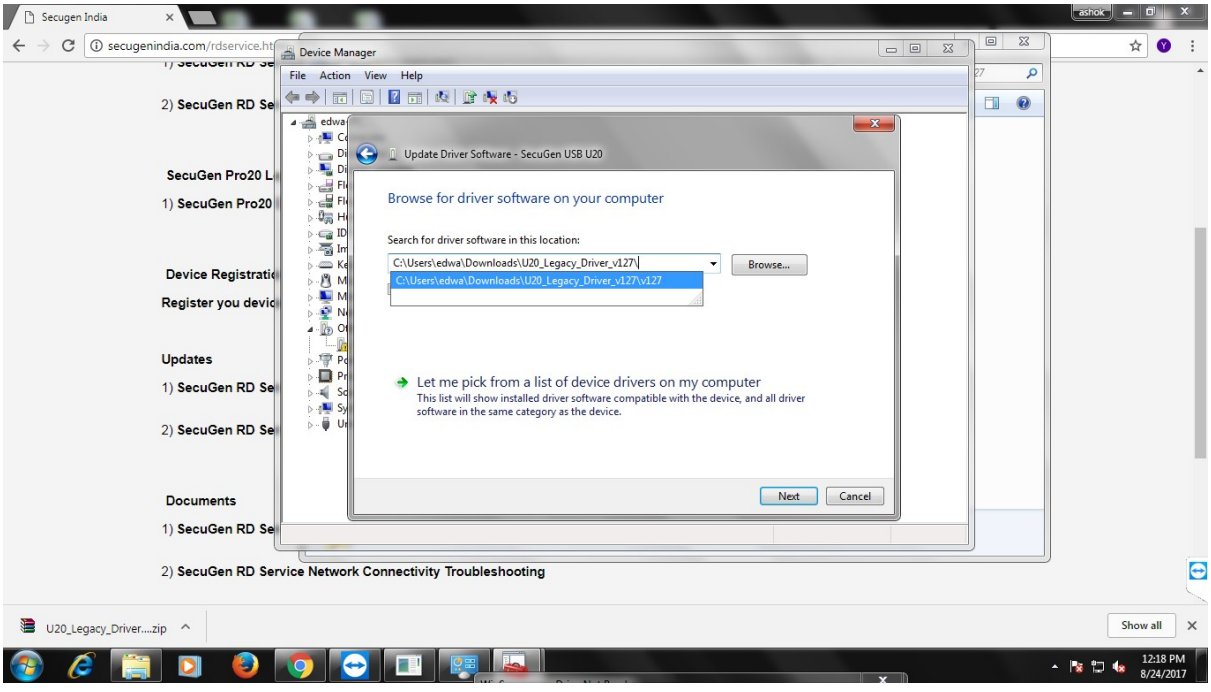
→Then click on Update Driver Software



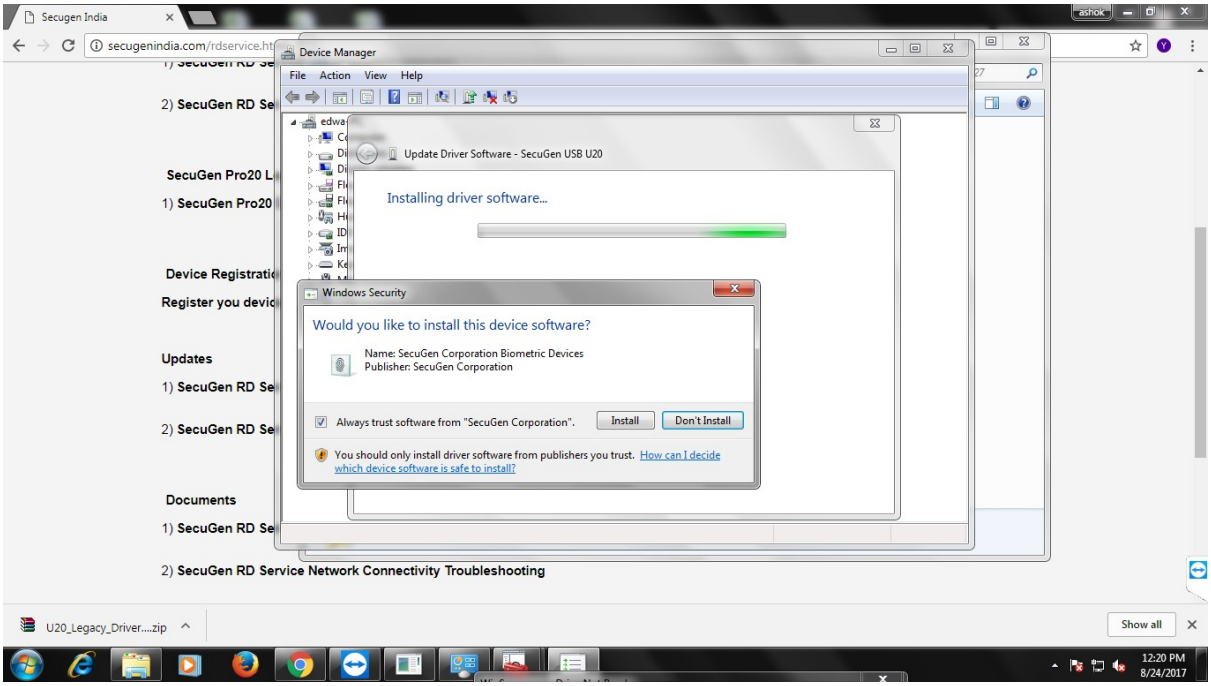
10. Then Select → Browse my computer for driver software



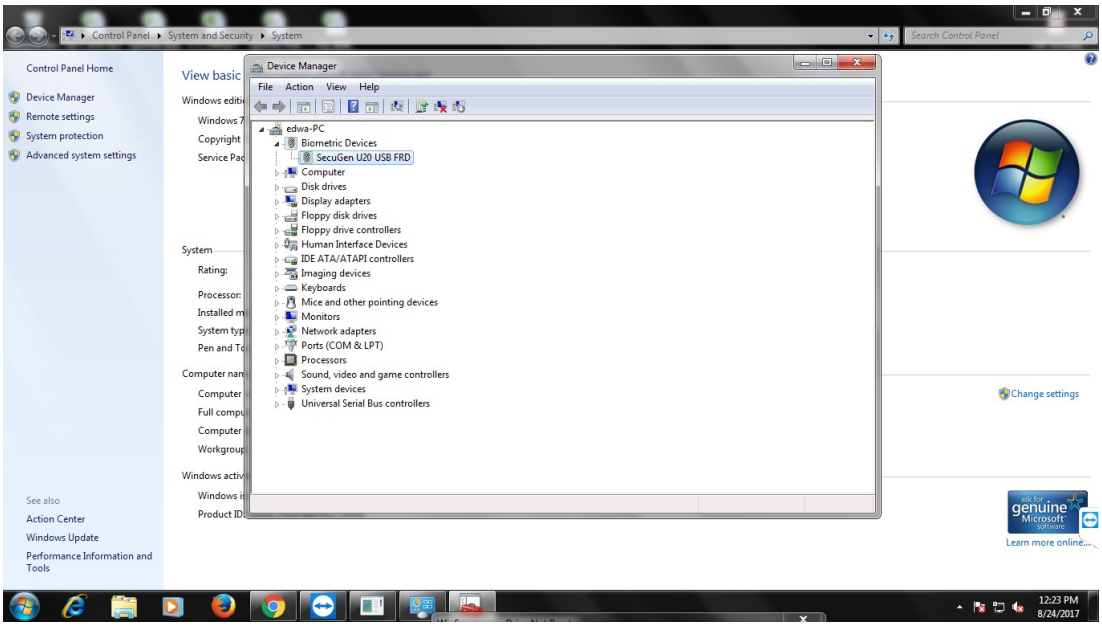
11. Browse the path where you extracted the drivers



12. Click next → then select check mark → then click on install



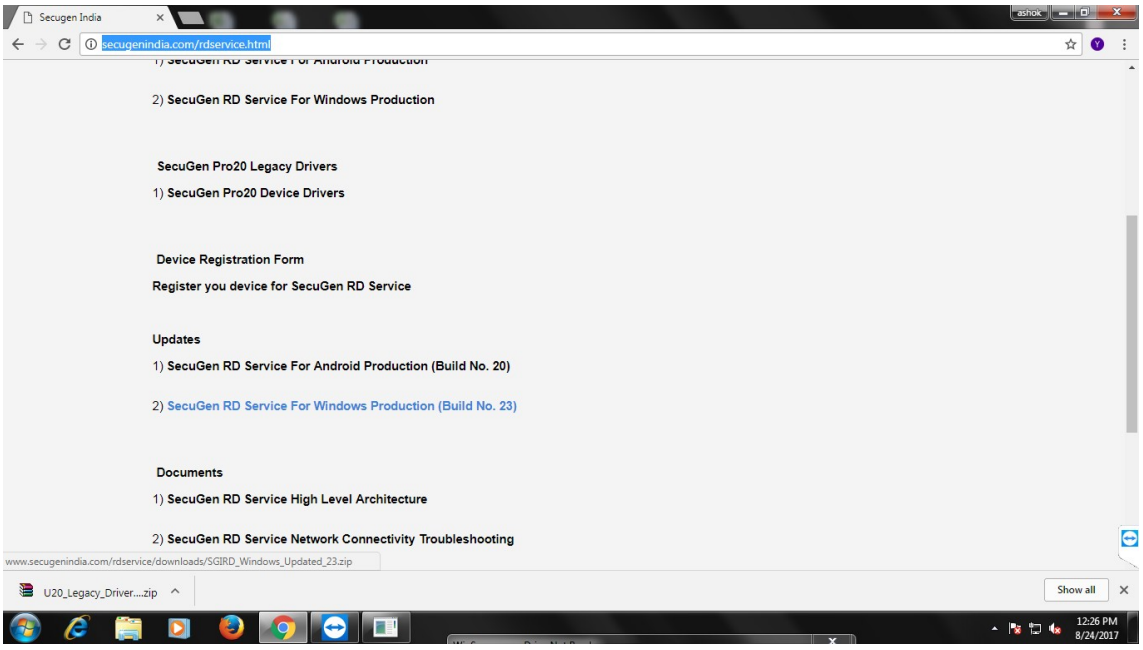
13. Shows the below screen now the drivers are installed successfully.



❖ Now the installation of RD Service

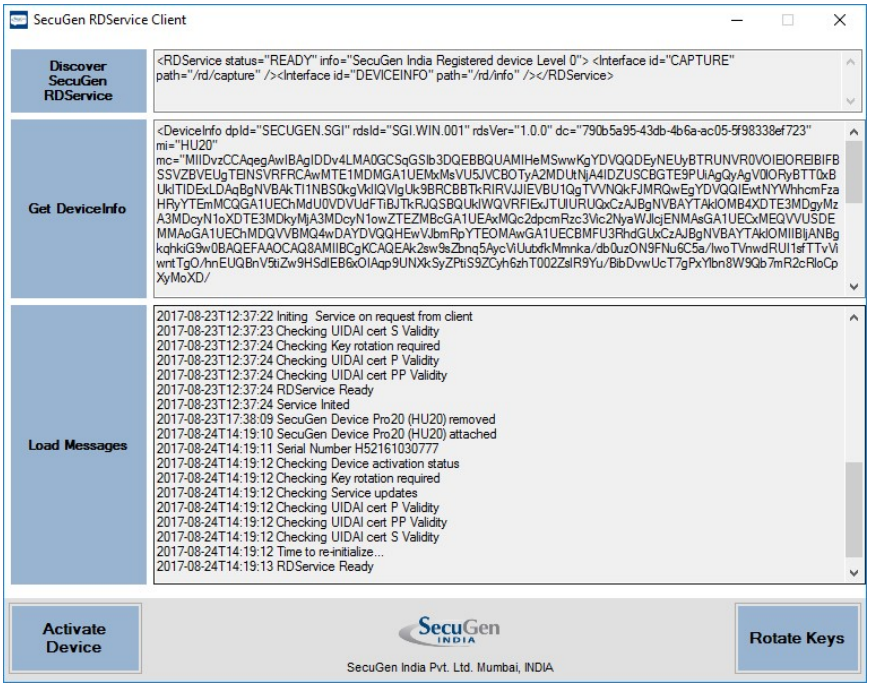
- Go to http://secugenindia.com/rdservice.html
- Then scroll down till the updates
- Click on Secugen RD Service for Windows Production (Build No. 25).

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



- Extract the zip & then install the setup
- Now go to Below path → 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

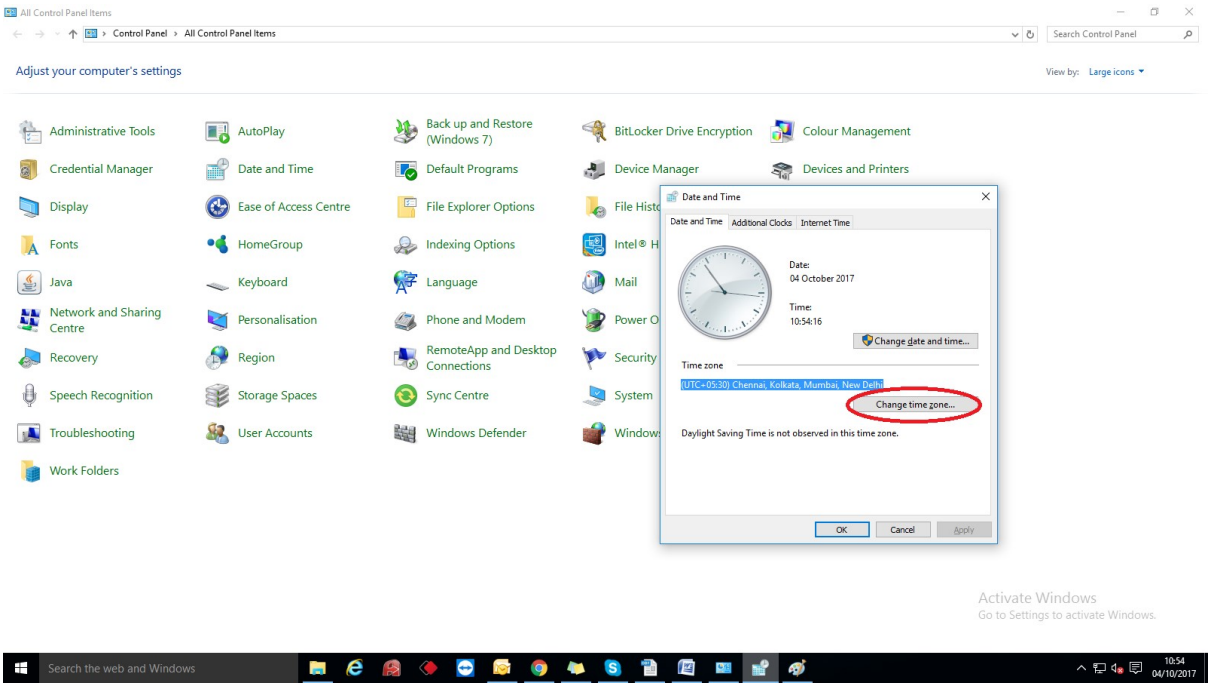
http://www.secugenindia.com/rdservice/downloads/SecuGen_RD_FAQ.pdf

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

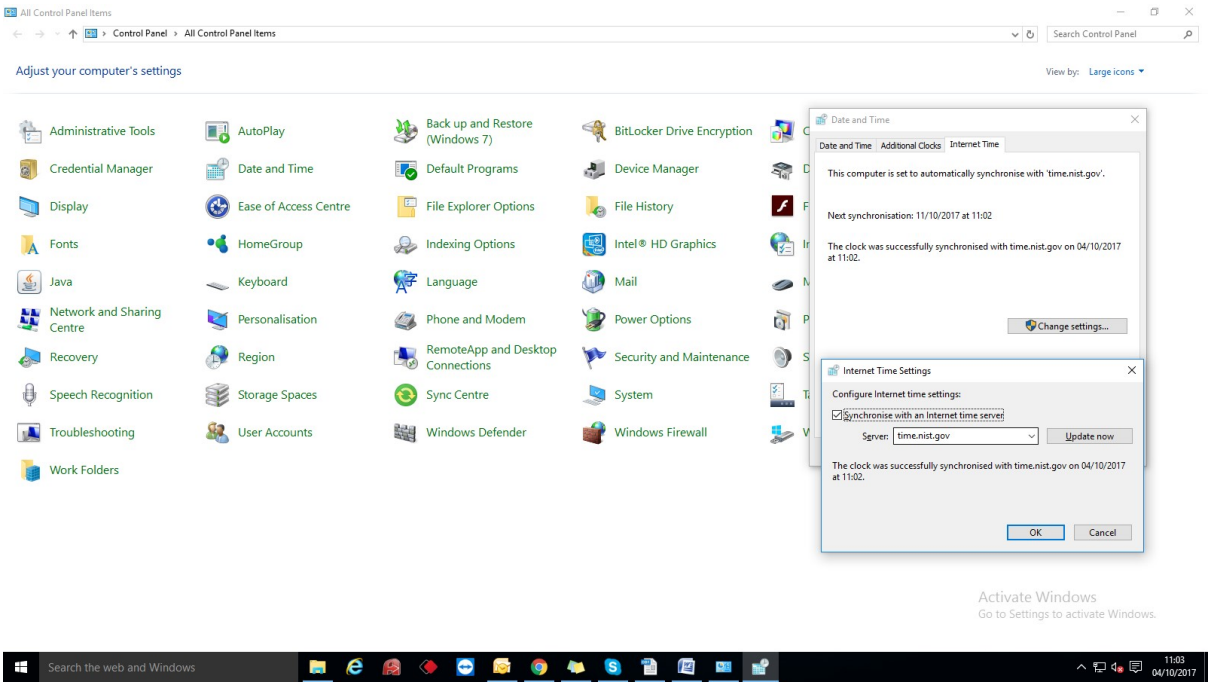
➔Go to Control panel → Date & Time

➔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”