

SecuGen RD Service Help File

INDEX

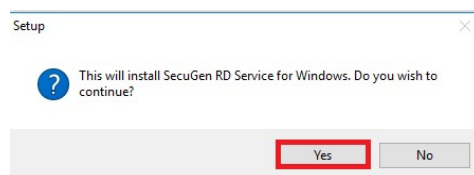
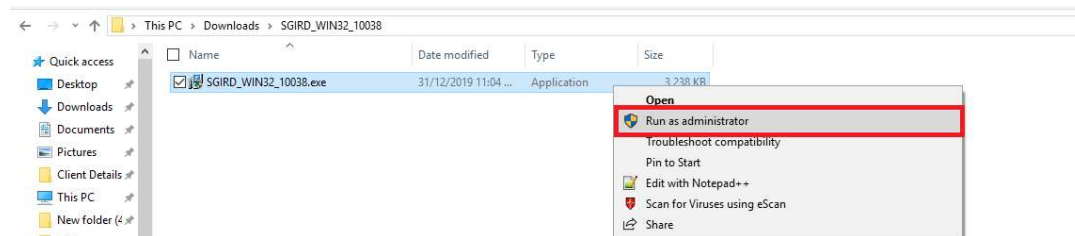
1. Installation of RD Service
2. SecuGen RD Service Status Page Detail

Installation of RD Service

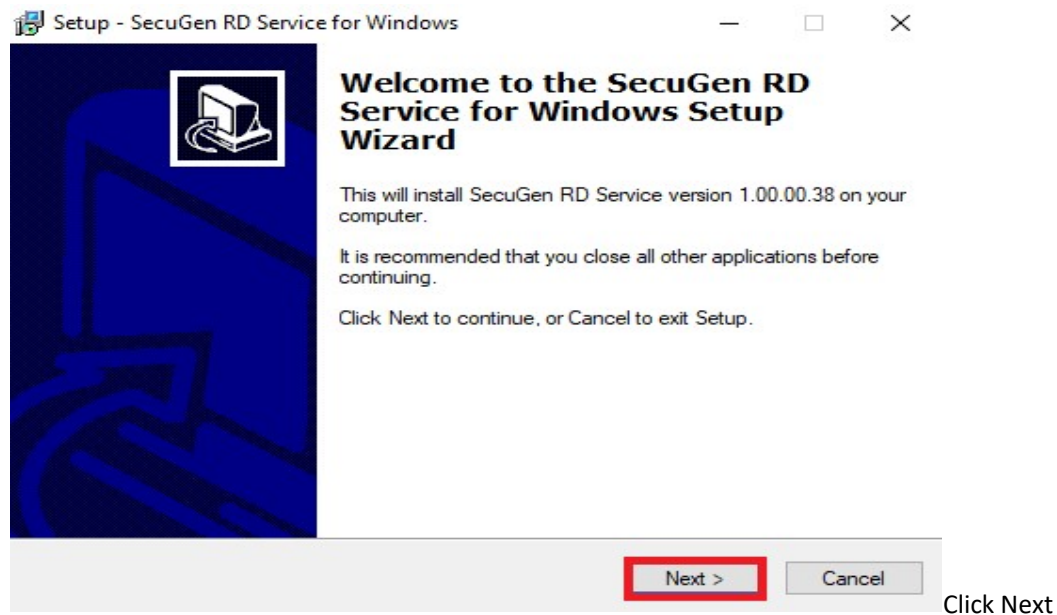
Download SecuGen RD Service Application using below link & Extract it

[https://SecuGenindia.com/admin/upload/SGIRD_HU20\(X\)_11044.zip](https://SecuGenindia.com/admin/upload/SGIRD_HU20(X)_11044.zip)

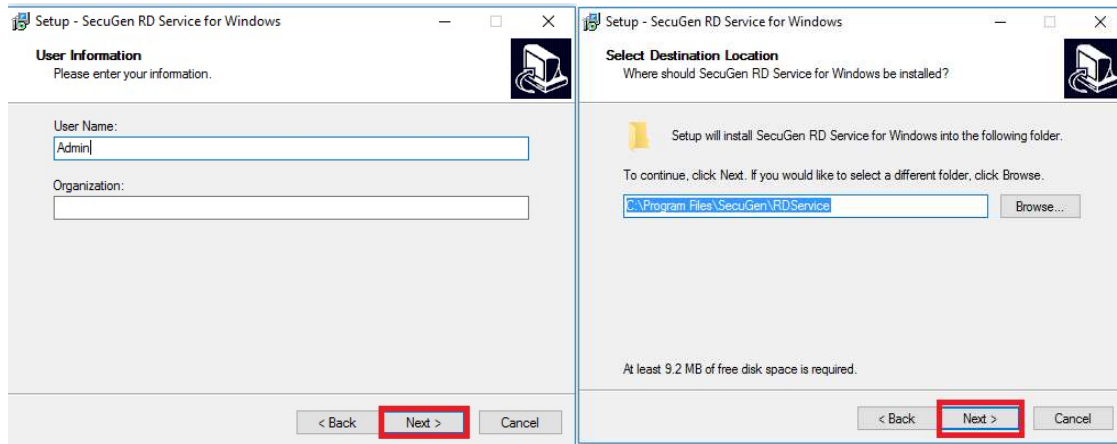
After Extracting Run the EXE Application **SGIRD_HU20(X)_110**.exe** with Administrator



Select Yes

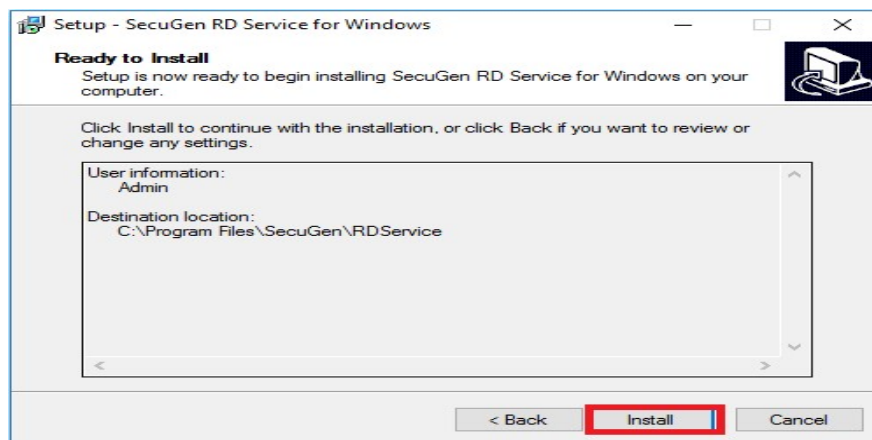


Click Next



Click Next

Note : Do not Change the Installation Path .



Click Install

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

Protocol ☒ http ☐ https

Hostname

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	SGI.WIN.001
RDSERVICE Version	1.0.2
Device Code	bf9f32bf-bf55-11ea-9966-98f2b3e683e0
srno	H54200106788
password	N
query/hostport	127.0.0.1:112000

IMPORTANT

[Renew Subscription](#)

- Discover:** - To check the RD Service STATUS (i.e READY OR NOT READY) & to get basic detail of connected biometric device.
- Service Info:** - To Get the Connected Biometric Device details related to network connectivity, Certificates expiry dates, service expiry date etc.
- Capture:** - To Test the RD Service Fingerprint Capture
- Activate & Rotate Keys:** - To Do Device activation & key rotation for UIDAI
These TAB is not for End users as Device activation & key rotation happens directly from SecuGen Management Server.
- 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
- 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
- Download:** - To Download the updated RD Service
- About:** - To View RD Service status page version

Basic SecuGen RD Service 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.

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 RD Service or STOP the RD Services in “services.msc”

- ❖ In Capture in you get **Error code 100 : Invalid PidOptions XML** then you need to click on **Get Sample 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