



# Registered Device Installation Manual



# Installation Manual

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## 1. Introduction

### 1.1. Summary

The Registered Device Service, formerly called as RD Service, provide a common interface for the application developer to integrate the STQC certified registered biometric devices. The registered biometric devices implies that the biometric device used in the application should be registered in the UIDAI server. Our RD Service will automatically register the connected device in the UIDAI server. For more information on device registered, check the section 3.

### 1.2. Scope

This document covers detailed description of the procedure involved in the installation of RD Service.

### 1.3. Audience

The intended audience are software developer, implementation team, system integrators and Customers.

## 2. Registered Device

### 2.1. Registration of device

The Biometric device used in the application should be registered with UIDAI for proper functioning. Once the device is connected to the host system, our RD Service will automatically register the device with UIDAI Server. Once the registration is successful, then the device is operational.

To register the biometric device with UIDAI, device information should be available in Precision Device Management Server and host system should be connectable to Precision Device Management Server. Please find the server information below.

SL NO	Particular	Details
1	DNS Address	pbrdms.precisionbiometric.co.in
2	Public IP Address	122.183.251.118
3	Port	443

If the information is not available in the server, RD Service will prompt an error message as “**Invalid Device connected, Please contact device vendor**”. In this case, share the device serial number to Precision Technical team (check the Appendix C for more information).



## 3. System Requirement

The following table describes the minimum hardware and software requirement for RD service as per UIDAI specification:

### 3.1. Windows

SL NO	Component	Minimum Requirement
<b>Hardware Requirement</b>		
1	Operating System	Windows 7 & above
2	RAM	2 GB
3	Hard disk	500 MB free space
4	Port	11100 to 11120 (RD Service run in any one port)
5	Rights	Administrator right
6	Browser	Internet explorer 8 & above, google chrome, Mozilla Firefox, opera
<b>Software Requirement</b>		
1	.Net Framework	4.5.1

### 3.2. Android

SL NO	Component	Minimum Requirement
<b>Hardware Requirement</b>		
1	Operating System	4.4 & above
2	RAM	512 MB & above
3	Port	USB host enabled
4	USB Version	2.0 & above

## 4. Installation Procedure

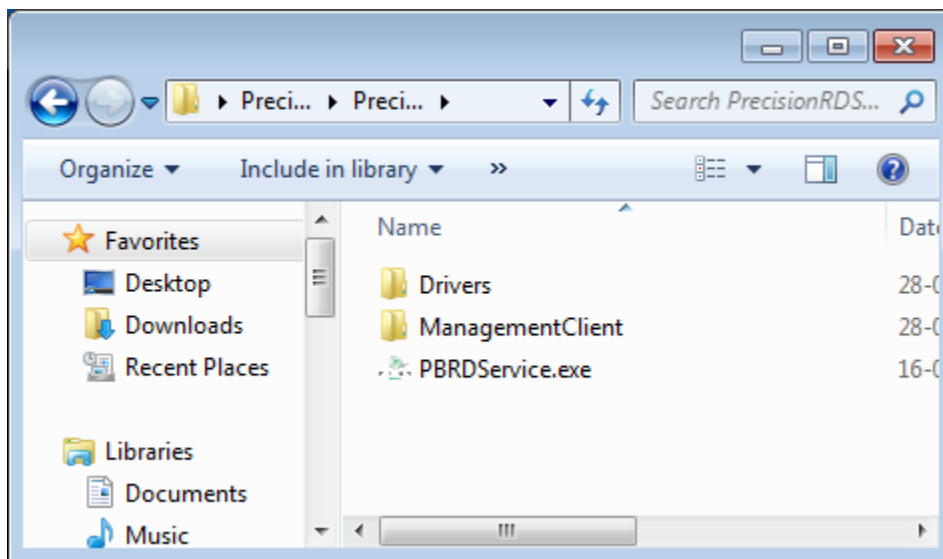
### 4.1. Windows

Before starting the installation of RD Service, please make sure that the following condition are met:

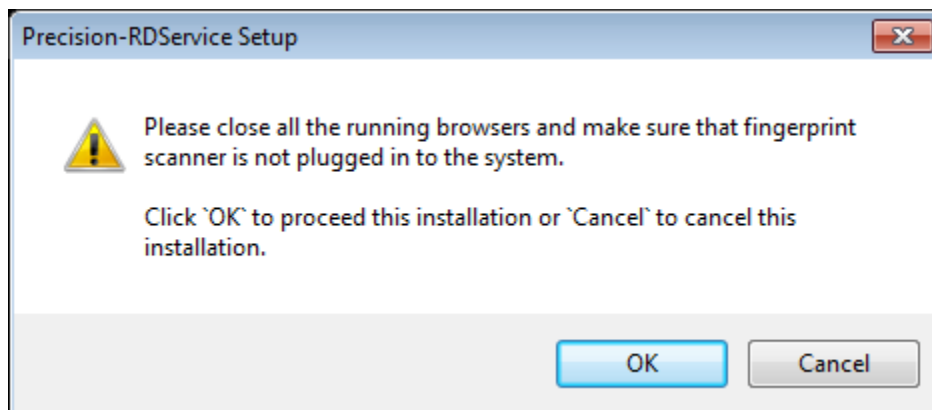
1. Check the system minimum requirements are met (check section 3.1 for more information)
2. Unplug the device, if device is plugged in the system.

Follow the below procedure to installation the RD Service:

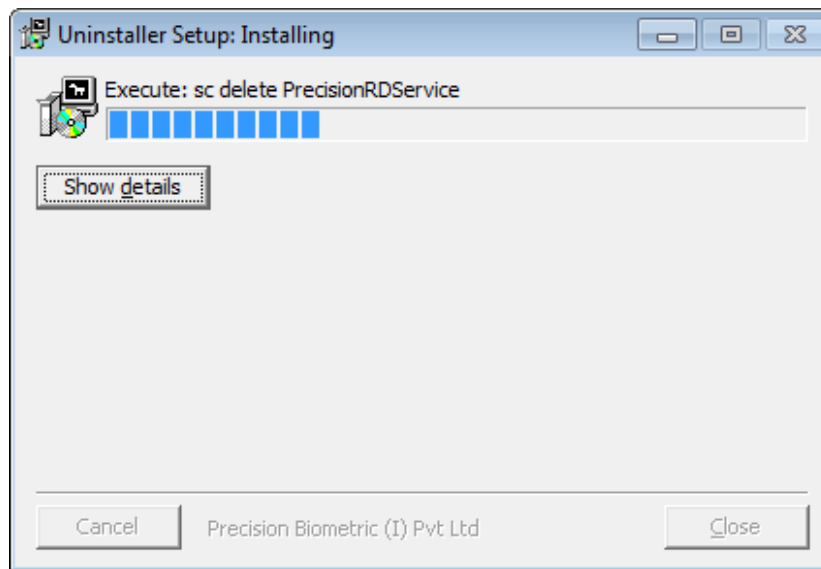
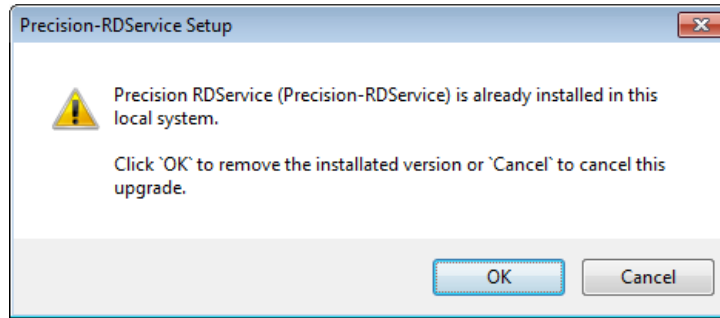
1. Login into the system as **administrator**
2. Download the **RD Service** to local system.



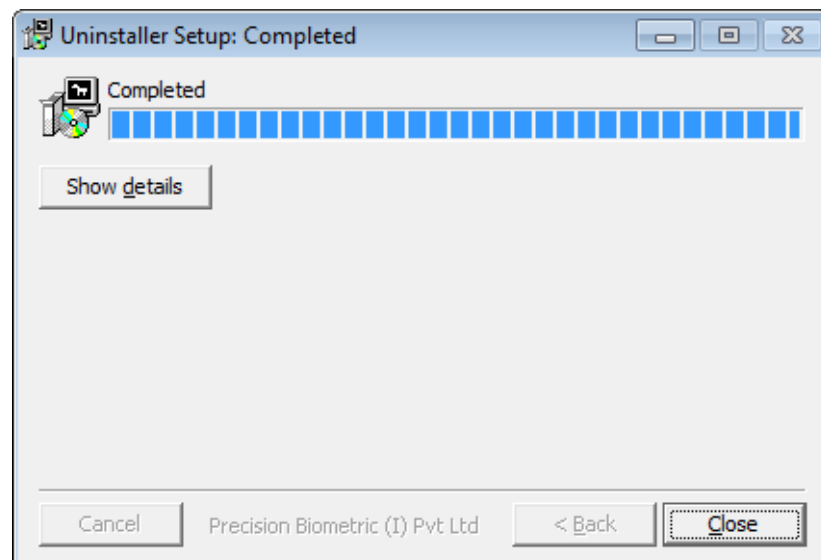
3. Right click "**PBRDSERVICE.exe**" and select **Run as administrator**
4. Please close all running browsers & unplug the fingerprint scanner from the system and press **OK** button to proceed the installation otherwise click **Cancel** button to cancel the installation.



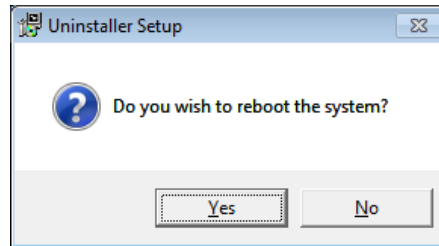
5. If the RD Service is already installed the following screen will appear:
  - a. Click **OK**



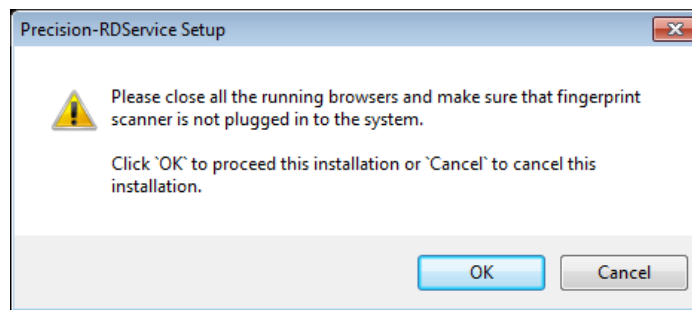
- b. Click **Close**



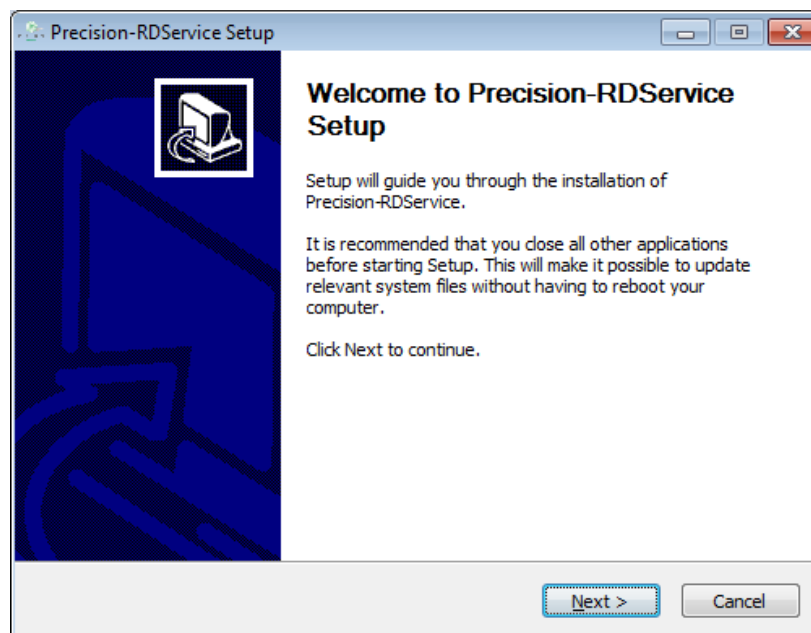
- c. Click **Yes** to restart the system and **No** to restart the system later. But it is mandatory to restart the system



6. Once the system is restarted, Right click "**PBRDService.exe**" and select **Run as administrator**
7. Please close all running browsers & unplug the fingerprint scanner from the system and press **OK** button to proceed the installation otherwise click **Cancel** button to cancel the installation.

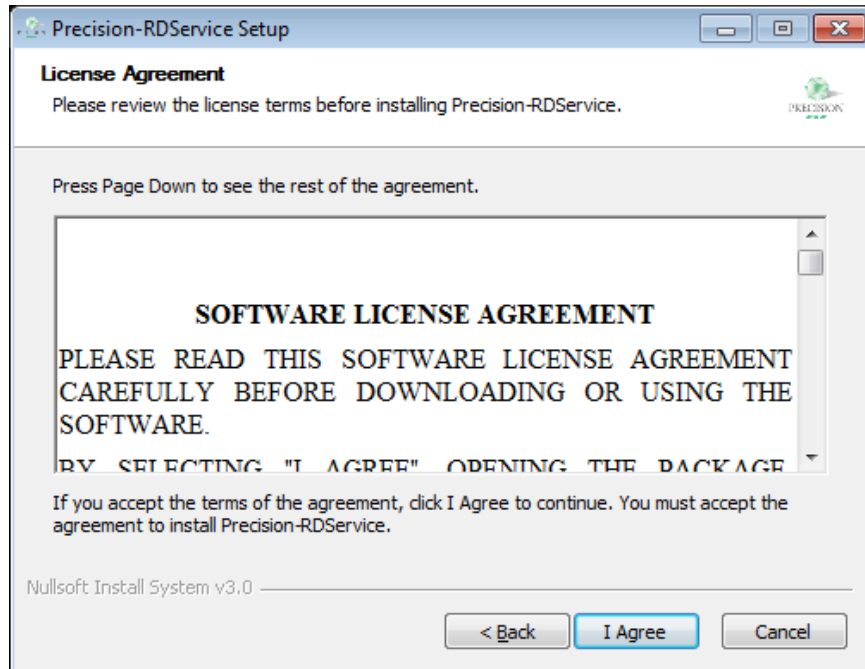


8. Click on **Next** to start the installation

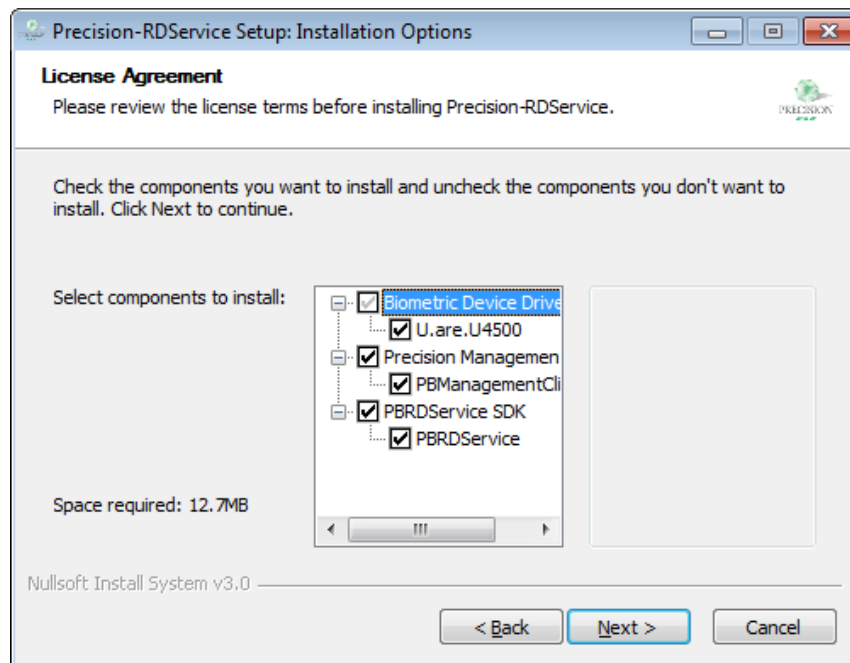




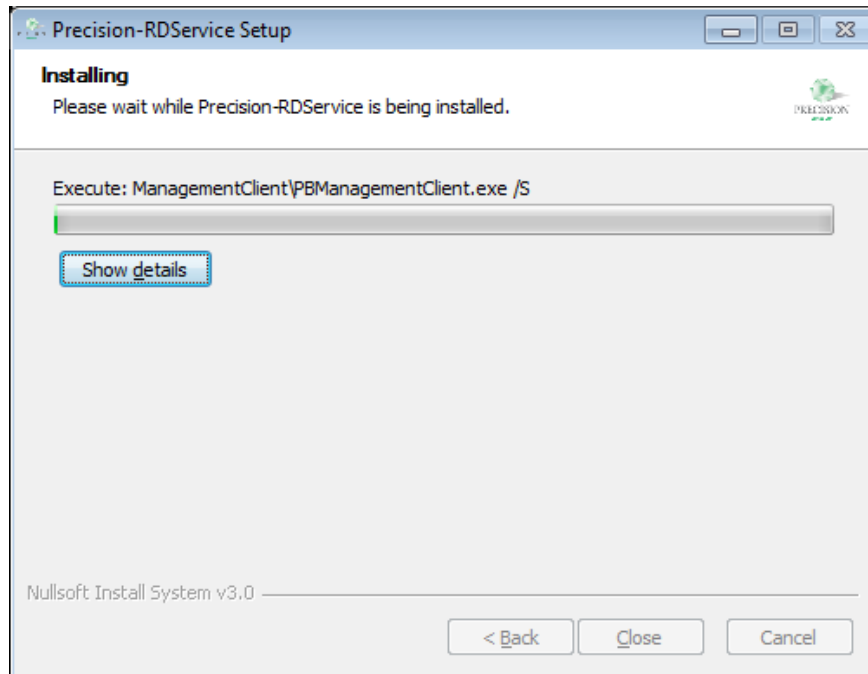
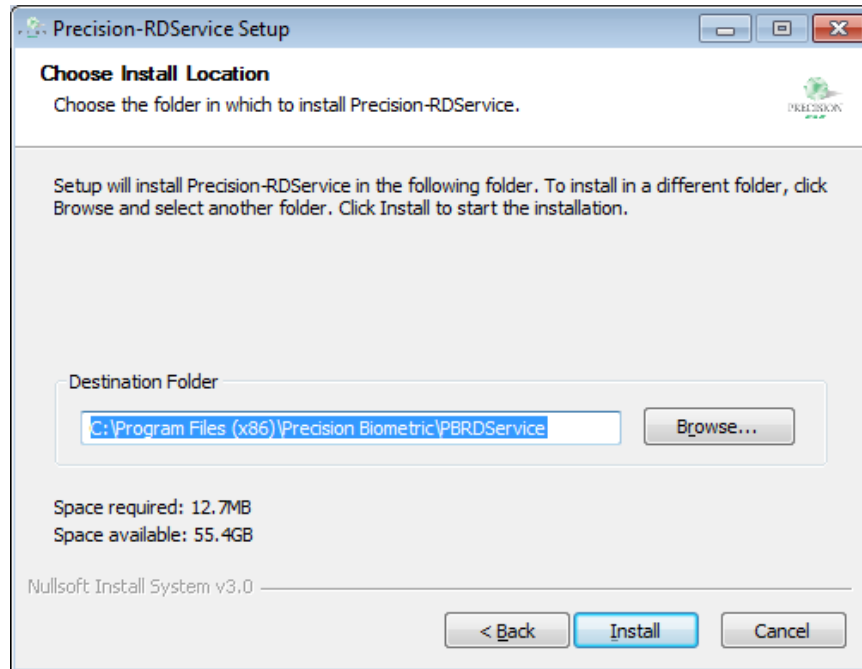
## 9. Click on I Agree



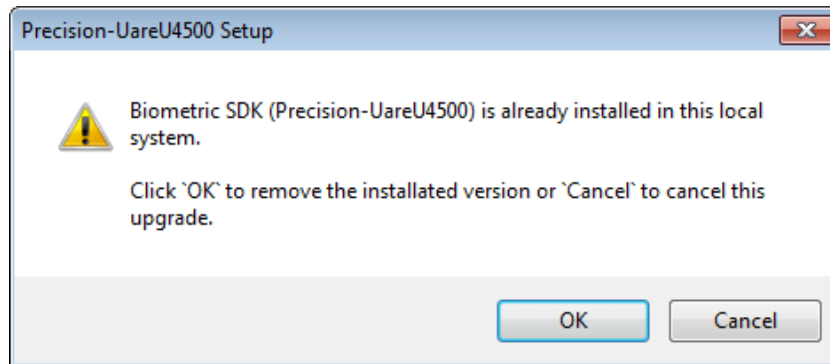
## 10. Click on Next



## 11. Click on **Install**



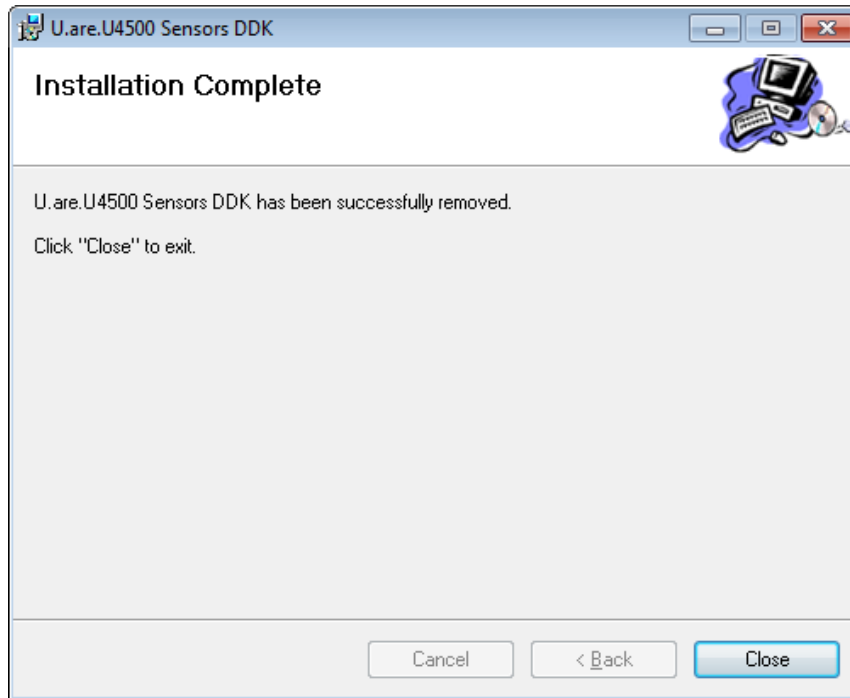
12. If Biometric Scanner drivers are installed already, the following screen will appear.
- Click on **OK** to remove the previous installation



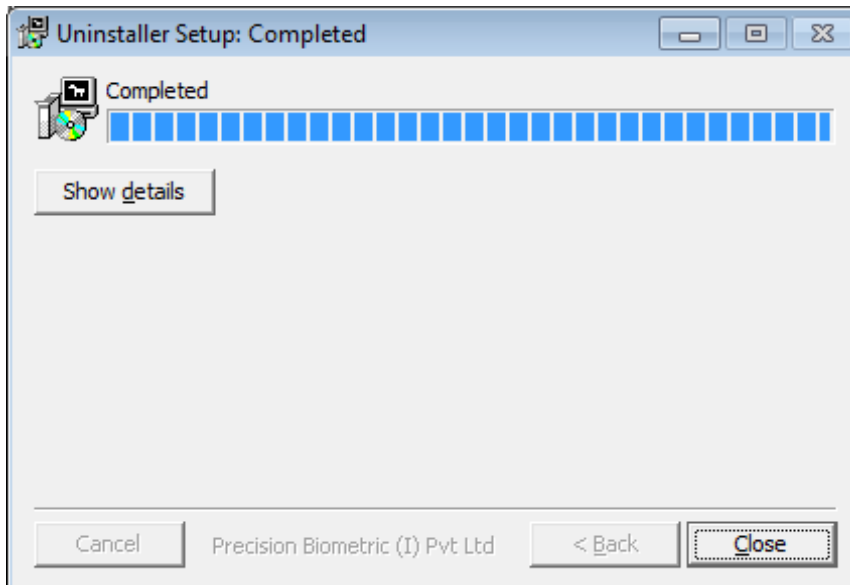
- If the Device driver is already installed, the following screen will appear. Select **Repair U.are.U4500 Sensors DDK** and click on **Finish**



- c. Click close to close the wizard



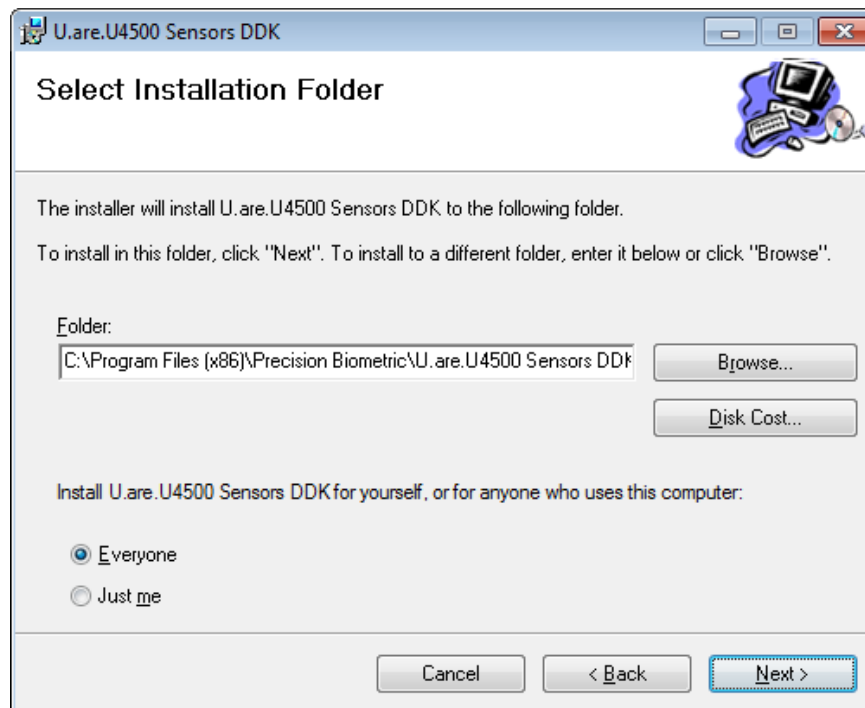
- d. Click **Close** to close the wizard



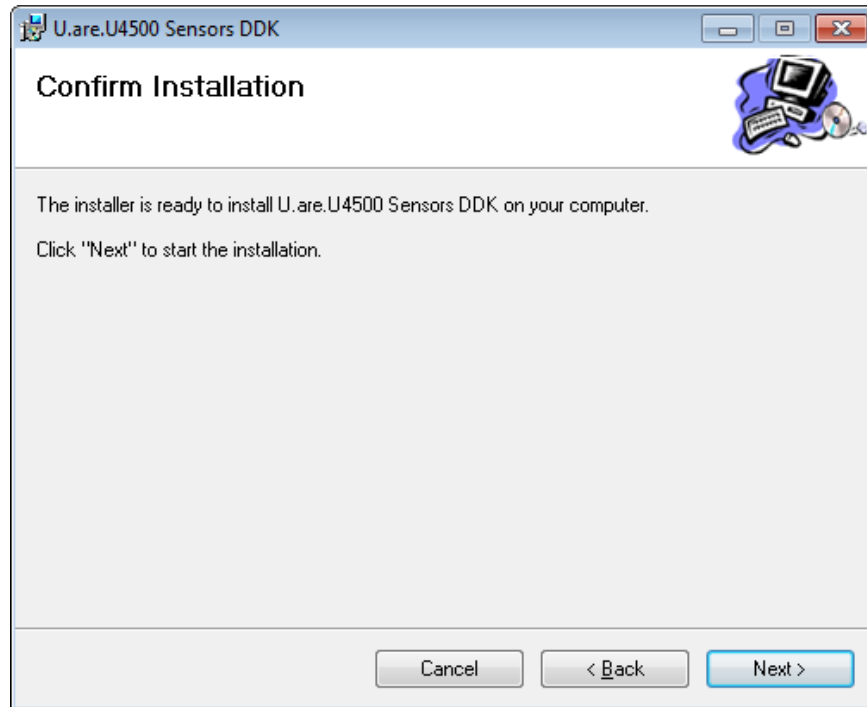
- e. Click on **Next** to start the new installation of U.are.U 4500



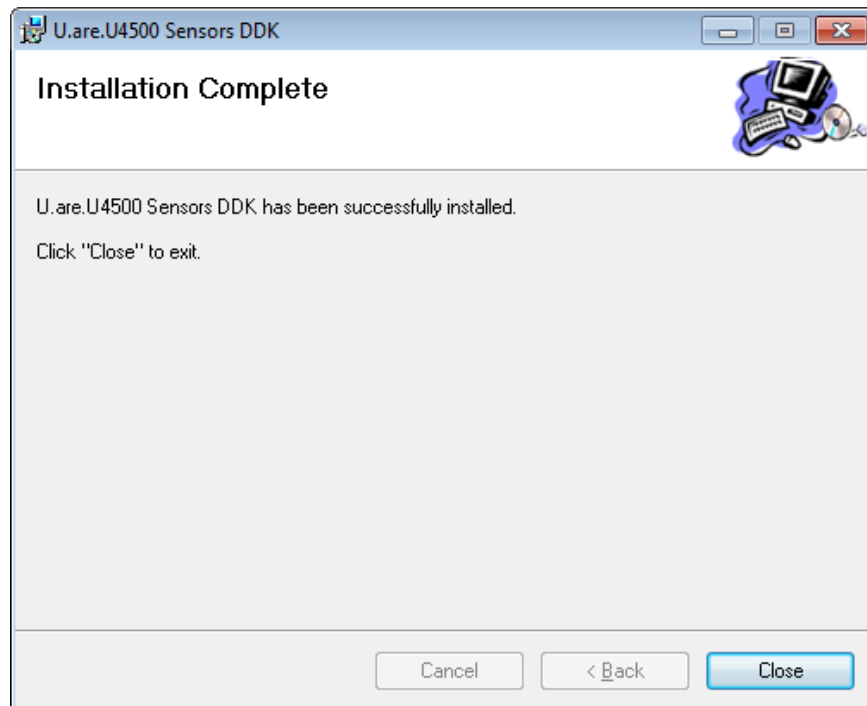
- f. Click **Next** to continue the installation



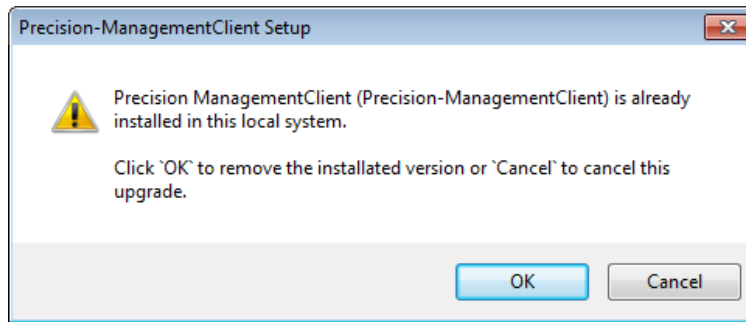
- g. Click **Next** to continue the installation



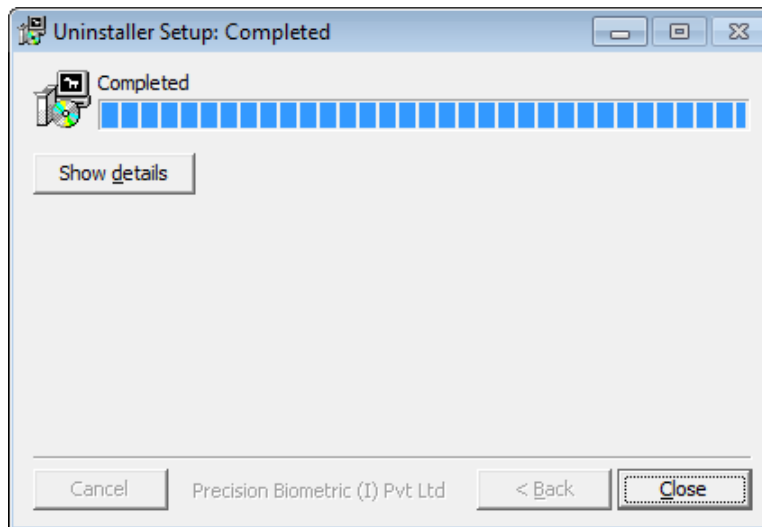
- h. Click **close** to close the wizard



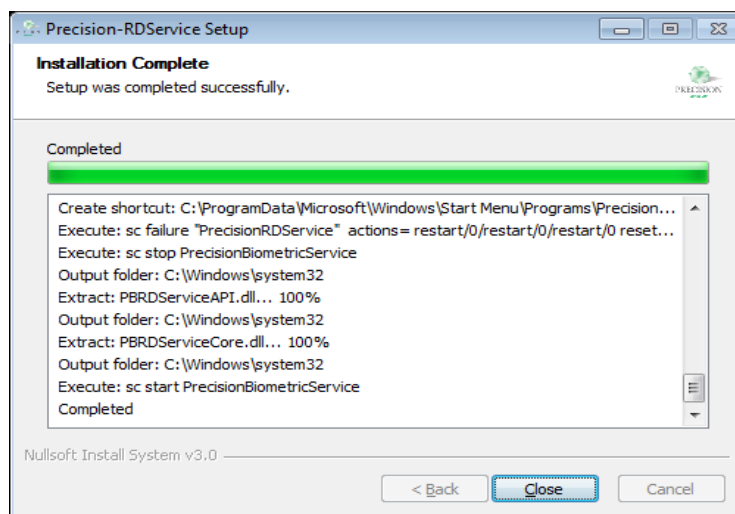
13. If the management client is already installed, the following screen will appear:
- Click on **ok** to remove the previous installation



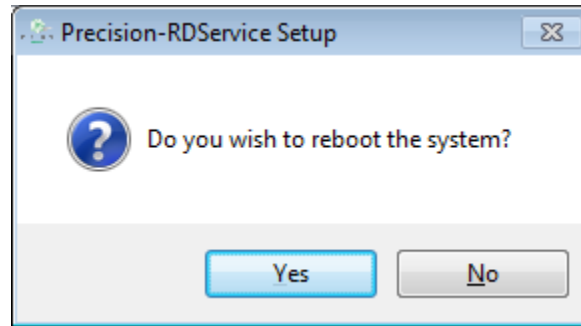
- Click on **Close**



14. Click on **Close** to complete the installation.



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## Note:

It is highly recommended to reboot the system after successful installation.

Once the installation is completed, please make sure that the following services are running:

1. Go to **run** prompt, type **services.msc** and press **enter**
2. Search for the following services
  - a. PrecisionBiometricService
  - b. PrecisionManagementClient
  - c. PrecisionRDService
3. The services should be in **started** status. If any one of the services are not found, check the FAQ for more details.

	Power	Manages p...	Started	Automatic
	PrecisionBiometricService		Started	Automatic
	PrecisionManagementClient	Precision Bi...	Started	Automatic
	PrecisionRDService	Precision Bi...	Started	Automatic
	Print Spooler	Loads files t...	Started	Automatic

## 4.2. Android

Precision RD Service will not support PB300 in android. For android based mobile / tablet, procure PB510 which support both windows and android.

## 5. Error Code

This section will brief the list of error codes and their description:

SL NO	Error Code	Error Description	Action to be taken
1	100	Invalid PidOptions input. XML should strictly adhere to the spec	Contact Application vendor to resolve the issue
2	110	Invalid value for fType	Contact Application vendor to resolve the issue
3	120	Invalid value for fCount	Contact Application vendor to resolve the issue
4	130	Invalid value for iType	Contact Application vendor to resolve the issue





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5	140	Invalid value for iCount	Contact Application vendor to resolve the issue
6	150	Invalid value for pidVer	Contact Application vendor to resolve the issue
7	160	Invalid value for timeout	Contact Application vendor to resolve the issue
8	170	Invalid value for finger / iris position	Contact Application vendor to resolve the issue
9	180	Face matching not supported	Contact Application vendor to resolve the issue
10	190	Invalid PID format	Contact Application vendor to resolve the issue
11	200	Invalid value for demo xml	Contact Application vendor to resolve the issue
12	210	Protobuff format not supported	Contact Application vendor to resolve the issue
13	700	Capture time out	Try capture again
14	710	Device is used by another application	Biometric capture is involved by another application, try capture image after some time
15	720	Device not ready	Check info / errInfo element for more information
16	730	Capture Failed	Try capture again
17	740	Device needs to be reinitialized	Unplug the device and plug it again
18	750	RD Service does not support fingerprint	Contact Application vendor to resolve the issue
19	760	RD Service does not support iris	Contact Application vendor to resolve the issue
20	770	Invalid URL	Contact Application vendor to resolve the issue
21	999	Internal error	Check the err / errInfo element for more information

## Appendix A - Key information

These are the key information, you should know:

### **RD Service Installation folder:**

If the windows operating system is x86 based, the installation folder will be “C:\Program Files\Precision Biometric\PBRDSERVICE” and if it is x64 based, the installation folder will be “C:\Program Files(x86)\Precision Biometric\PBRDSERVICE”.

### **RD Management Client Installation folder:**

If the windows operating system is x86 based, the installation folder will be “C:\Program Files\Precision Biometric\PBManagementClient” and if it is x64 based, the installation folder will be “C:\Program Files(x86)\Precision Biometric\PBManagementClient”.

### **Access Log files:**

Procedure to be followed to access the log files:

1. Login into the system as administrator

2. Open the “Run” prompt, type “temp” and press enter. If there is any folder with the name “Precision Biometric”, zip it and send the same to Precision Team.
3. Open the “Run” prompt, type “%temp%” and press enter. If there is any folder with the name “Precision Biometric”, zip it and send the same to Precision Team.

## Appendix B – Frequently Asked Questions

### 1) How to install .Net Framework in the client system?

Follow the below steps to download and install .Net Framework:

1. Open the following url in web browser or Search for **.net framework 4.5.1 offline installer** in google website (<https://www.google.co.in>)  
<https://www.microsoft.com/en-in/download/details.aspx?id=40779>
2. Download the .Net Framework
3. Double click on the executable to install the .net framework.

If you are facing any issue during installation, search in internet “**how to install or enable .Net framework 3.5 in operating system**”. Replace the work “operating system” with the OS version. For e.g., windows 7 or windows 8 etc.

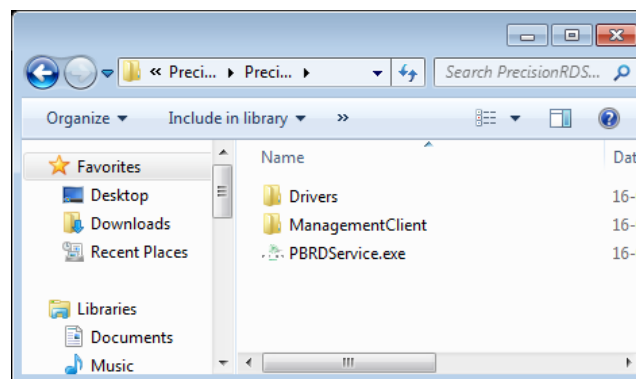
### 2) What I have to do, when there is no “PrecisionBiometricService” service in my system?

This message will appear due to the following reasons:

1. Biometric Device drivers are not properly installed.

To resolve this issue,

1. Open the **Drivers** folder in **RD Service** downloaded Package



2. Install the application available in the folder.

If you are still facing the problem, contact the Precision Biometric – Support Team or write us ([biometricsupport@precisionit.co.in](mailto:biometricsupport@precisionit.co.in)) about the error or contact the support team or concern person.

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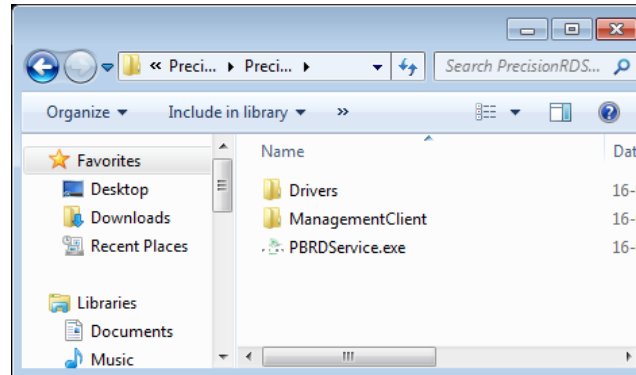
### 3) What I have to do, when there is no “PrecisionManagementClient” service in my system?

This message will appear due to the following reasons:

1. Precision Management Client application is not installed properly

To resolve this issue,

1. Open the ManagementClient folder in RD Service downloaded Package.



2. Install the **PBManagementClient.exe**

If you are still facing the problem, contact the Precision Biometric – Support Team or write us ([biometricsupport@precisionit.co.in](mailto:biometricsupport@precisionit.co.in)) about the error or contact the support team or concern person.

### 4) What I have to do, when there is no “PrecisionRDService” service in my system?

This message will appear due to the following reasons:

1. RD Service not properly installed

To resolve this issue,

1. Install the RD service. Please check the installation section for more information.

If you are still facing the problem, contact the Precision Biometric – Support Team or write us ([biometricsupport@precisionit.co.in](mailto:biometricsupport@precisionit.co.in)) about the error or contact the support team or concern person.

### 5) What I have to do, when I get “Biometric SDK is not available” as notification message?

This message will appear due to the following reasons:

1. RD service not installed properly installed.
2. Components of RD Service is not installed

To resolve this issue,

1. Login into the system as administrator
2. Reinstall the **RD Service Package** (Check the 4.1 for more information)

If you are still facing the problem, contact the Precision Biometric – Support Team or write us ([biometricsupport@precisionit.co.in](mailto:biometricsupport@precisionit.co.in)) about the error or contact the support team or concern person.



## 6) What I have to do, when I get “Invalid device connected, please contact device vendor” as notification message?

This message will appear due to the following reasons:

1. Biometric Scanner serial number is not available in the Precision Management server.

To resolve these issue,

1. Make sure that the biometric scanner is purchased from Precision. If yes, share the serial number of the device to Precision Biometric support (Check Appendix C for more details)

If you are still facing the problem, contact the Precision Biometric – Support Team or write us (biometricsupport@precisionit.co.in) about the error or contact the support team or concern person.

## 7) What I have to do, when I get “unable to connect to server” as notification message?

This message will appear due to the following reasons:

1. Internet connection is not available
2. Not able to connect to Precision Management Server

To resolve this issue

1. Make sure that the system is connect to internet
2. Make sure that the Precision Management Server IP address or URL is not blocked by the antivirus or windows firewall. Check section 2 for more information on Management Server IP Details
3. If the client system is connected under a network, make sure that the Precision Management Server IP address is included as an exception in Network Firewall rules, both Inbound and Outbound rules.

If you are still facing the problem, contact the Precision Biometric – Support Team or write us (biometricsupport@precisionit.co.in) about the error or contact the support team or concern person.

## 8) What I have to do, when I get “update required” as notification message?

This message will appear due to the following reasons:

1. New version of RD Service is available

To resolve this issue:

1. Download and install the latest version of rd service. Please note that the latest version of RD service will be automatically downloaded via the default browser, Click on **save** button, if required.

If you are still facing the problem, If contact the Precision Biometric – Support Team or write us (biometricsupport@precisionit.co.in) about the error or contact the support team or concern person.

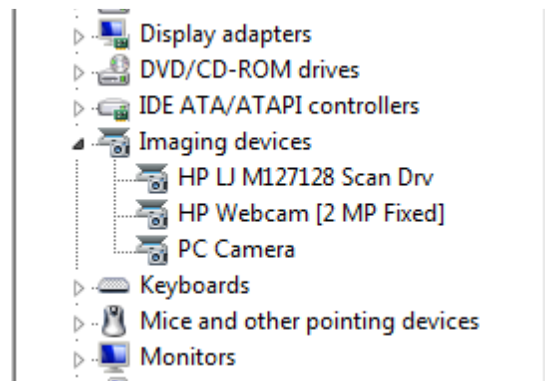
## 9) What I have to do, when I get “Precision Biometric Scanner not connected to the system, Please connect and try again” as message?

This message will appear due to the following reasons:

1. Precision supported biometric scanner is connected to the system
2. USB port might be blocked
3. Scanner drivers might not be installed properly

To resolve this issue,

1. Check whether the biometric scanner is connected to the system properly
2. If you are still facing the same problem, unplug the device and connect it in other USB port (Try in all available USB port)
3. If you are still facing the same problem, Login into the system as administrator. Open the Device Manager and find any device with name “PC Camera” under “Imaging Device”.



4. If you are able to find the device, go to “run” prompt and then type “services.msc”, press **Enter**. Find the service in the name of “PrecisionBiometricService”, restart it and then check in the application. If you are not able to find the device, proceed to next step.
5. If you find any device with “**examinatory (!) Or question (?)**”, Go to the **RD Service Package** location and open the “**drivers**” folder and install the “Precision-UareU4500.exe”. Once the driver installation completed, go to “run” prompt and then type “services.msc”, press enter. Find the service in the name of “PrecisionBiometricService”, restart it and then check in the application.

If you are still facing the problem, contact the Precision Biometric – Support Team or write us (biometricssupport@precisionit.co.in) about the error or contact the support team or concern person.

## 10) What I have to do, when I get “System Time is Incorrect, Please set the correct Date and Time” as notification message?

This message will appear due to the following reasons:

1. System date and time is synchronous with UIDAI server

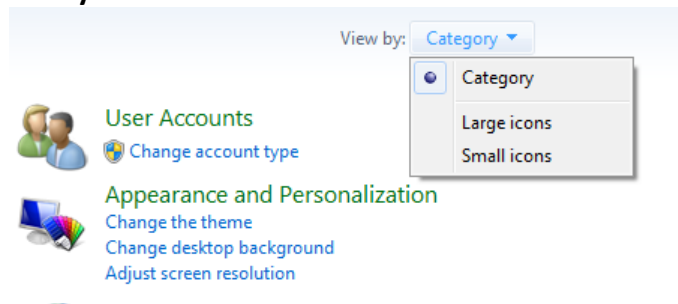
To resolve this issue,

1. Make sure that the system date and time is correct

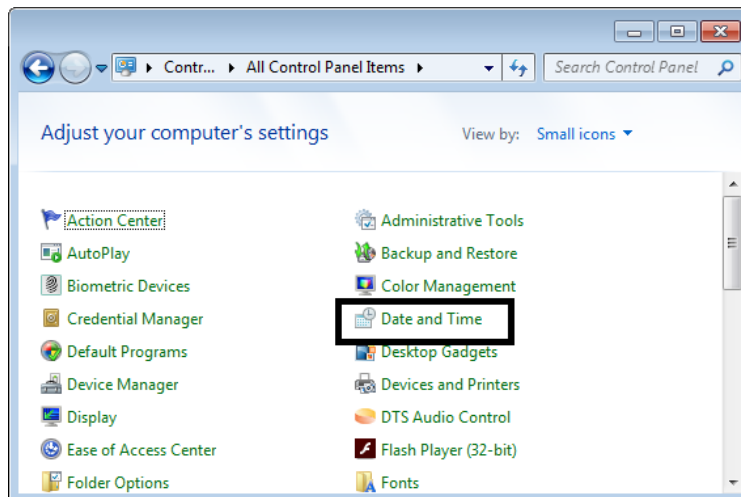


2. Make sure that the system time zone is correct. To check the system time zone, follow the below procedure

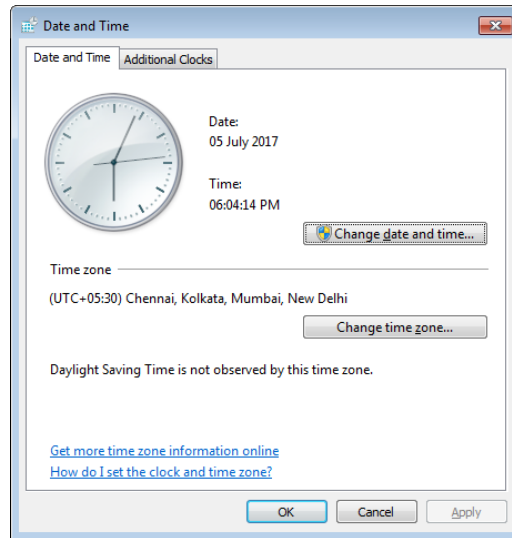
- a. Click **Start** and select **Control Panel**
- b. Make sure that the control panel is arranged by **small icons**. To Change arrangement, Click **View by** and select **small icons**



- c. Click on **Date and Time**



- d. Make sure that the time zone is set correctly



If you are still facing the problem, contact the Precision Biometric – Support Team or write us (biometricsupport@precisionit.co.in) about the error or contact the support team or concern person.

## 11) What I have to do, when I get “Registration Failed” as notification message?

This message will appear due to the following reasons:

1. If there is any communication failure between the host system and Precision Management Server

To resolve this issue:

1. Make sure that the internet connection is available
2. Unplug the scanner and plug it again, wait for five minutes.

If you are still facing the problem, contact the Precision Biometric – Support Team or write us (biometricsupport@precisionit.co.in) about the error or contact the support team or concern person.

## 12) What I have to do, when I get “Key rotation failed” as notification message?

This message will appear due to the following reasons:

1. If there is any communication failure between the host system and Precision Management Server

To resolve this issue:

1. Make sure that the internet connection is available
2. Unplug the scanner and plug it again, wait for five minutes.

If you are still facing the problem, contact the Precision Biometric – Support Team or write us (biometricsupport@precisionit.co.in) about the error or contact the support team or concern person.



## Appendix C – Reach us

For any assistance feel free to contact the Precision Biometric Technical Support Team.

- Phone : 044 – 3301 5161 / 162 / 179
- Email : [biometricsupport@precisionbiometric.co.in](mailto:biometricsupport@precisionbiometric.co.in)