SecuGen Biometric Device Drivers Help File

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1.Windows Configration

Do not connect Biometric Device first. If Connected Remove the Device

Please note You need to use Windows 7 SP2(Service Pack 2) or Later Version of Windows OS for Secugen Device

Select the Start Window & Click on "Control Panel"



In Control Panel Click on "Program & features" or you will see Uninstall a Program.



 Uninstall all the Program with Secugen Name Like Secugen WBF, Secugen FMA, Secugen Hamster Pro 20 etc

Note : Do not Uninstall Secugen RD Service & Secugen WEB API

← → × ↑ 🖬 > Control	Panel > Programs > Programs and Features					ٽ ~	
Control Panel Home	Uninstall or change a program						
View installed updates	To uninstall a program, select it from the list and then click Uni	install, Change or Repair.					
Turn Windows features on or							
off	Organise 💌						
	Name	Publisher	Installed On	Size	Version		
	E SecuGen FMA	SecuGen	07/02/2018	861 KB	1.3.4.1		
	😸 SecuGen WBF driver	SecuGen	07/02/2018	7.30 MB	2.4.0.0		
	🕼 SecuGen Hamster Pro 20	SecuGen	07/02/2018	4.06 MB	1.4.3.0		
	🕿 Windows Driver Package - SecuGen Corporation (SGFDU05) U	SecuGen Corporation	07/02/2018		05/23/2017 1.4.3.0		
	Skype version 8.14	Skype rechnologies S.A.	01/02/2018	178 MB	8.14		
	C Microsoft OneDrive	Microsoft Corporation	30/01/2018	101 MB	17.3.7294.0108		
	CleanUp!		12/12/2017				
	🕹 Mozilla Firefox 57.0.1 (x86 en-US)	Mozilla	11/12/2017	126 MB	57.0.1		
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IMP Note: Follow the below steps only if using Windows 7 & 8 OS System. If using Windows 10 or higher version go directly go to Universal legacy device drivers steps @ Page 7

Select Start Window then move your mouse to "computer" & right click on it , then go to "properties"

<u>OR</u>

> On Desktop you will see Computer Icon Select & Right click on it & go to properties



- In "System" (After Clicking on Properties SYSTEM Tab will be opened)
- Select 1) "Advanced System Setting" then
- Click on 2) "Hardware" Tab then
- Select 3) "Device installation Setting".
- You will get 2 options Select "No let me choose what to do"
- Then in below 3 options Always Select "Never install driver software from windows update"
- Click on "Save Changes".

Note : Please use the below image for above steps .



- Now Connect your Biometric Device & In System Select Device Manager then See connected Biometric devices.
- If Biometric Device Shows "Secugen Fingerprint Device" OR "SecuGen USB U20 FRD" Follow the un installation Process



 If Biometric Device Shows In Other Device as "Secugen USB U20" or "unknown device" then Install Drivers



IMPORTANT : IF YOU CONNECT BIOMETRIC DEVICE TO YOUR SYSTEM RED LIGHT SHOULD BLINK ON THE SENSOR , IF NOT PLEASE MAIL TO <u>support@secugenindia.com</u>

2.Uninstalltion of Default Drivers

In "Device Manager" Expand Biometric Device then Right Click on "Secugen fingerprint device" OR "SecuGen USB U20 FRD" & Click on Uninstall Device.

Control Panel >	System and Security Succe Manager	Search Control Panel
Control Panel Home Control Panel Home Control Panel Home Control Panel C	View basici File Action View Help Windows edition Image: Security of the security	•
	Pen and To: ▷ Processors ▷ √ Sound, video and game controllers Computer name ▷ √ System devices Computer name ▷ ↓ Universal Serial Bus controllers Fuilt computer ▷ ↓ Universal Serial Bus controllers Fuilt computer ↓ ↓ Universal Serial Bus controllers Vorkgroup: ↓ ↓ Universal Serial Bus controllers	😵 Change settings
See also Action Center Windows Update Performance Information and Tools	Windows a strval Ulininstalls the driver for the selected device. Windows is Product ID: 00426-OEM-8992662-00006	Learn more online

Click on the check mark "Delete the drivers software for these device" then select Uninstall

Control Panel Home	System and Security - Sustem Device Manager View Macic II File Action View Help	Search Control Panel P
 Device Manager Remote settings System protection Advanced system settings 	View Dasic II Image: Construction of the service o	
	Computer name Computer name Computer name Computer name Full computer di Computer di Workgroup:	Change settings
See also Action Center Windows Update Performance Information and Tools	Windows active	Genuine Genuine Learn more onlinè

- > Then Disconnect the Biometric Device from your machine & Restart your machine .
- > After Restarting your machine Connect your Biometric device & follow the installation Process

3. Universal Legacy Device Drivers Installation Steps

Go to <u>https://secugenindia.com/admin/upload/SecuGenLegacyDriverInstaller</u> 21.zip to Download "SecuGen Legacy Drivers Installer" File

Download & Extract the SecuGenLegacyDriverInstaller_**.zip File

Run the Setup file **SgDrvSetupUniversal.exe** with administrator

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File Home	Share View Application Too		sls						
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← → ~ ↑	🔒 > This PC > Dov	vnloads > SecuGenLe	gacyDriverInstalle	Share w	rith Skype				
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Desktop	× 141-	Secugen Universal Driver	Installer for Win	 Move to OneDrive 					
👃 Downloads	g SgDrvSetupUniversal			Scan with Microsoft Defender					
Documents	*			🖻 Share		203			

Tick mark on Licensee Term & conditions then select Install wait for few minutes It Will Install SecuGen Universal legacy drivers

Reconnect Biometric Device to your windows system

Device Manager You will be able to see the driv	<u>Close</u>
Installation Successfully Con	npleted
劇 SecuGen Universal Legacy Install Setup SecuGen Universal	– 🗆 × Legacy Install
✓ I agree to the license terms and conditions Install Close	<u>C</u> ancel
SECUGEN SOFTWARE END USER LICENSE AGREEMENT IMPORTANT-READ CAREFULLY: DO NOT INSTALL, COPY OR USE THE ENCLOSED SOFTWARE, DOCUMENTATION (AS DEFINED AS INSTALL SCRIPTS AND ONLINE OR ELECTRONIC DOCUMENTATION ASSOCIATED WITH	Setup Progress Processing: SecuGen Universal Legacy Driver Install(64-bit)
SECUCIEN SOFTWARE END USER LICENSE AGREEMENT	SecuGen Universal Legacy Install

If the Device is still showing in Other Device OR Biometric device Please follow below steps

Go to Device Manager In Other Devices Select SecuGen USB U20/U20AP

Right Click then Select Update Drivers click on Search automatically for drivers it will load drivers in Fingerprint Devices option

If Windows is not able to load drivers automatically follow below steps

Go to Device Manager In Other Devices Select SecuGen USB U20/U20AP

Right Click then Select Update Drivers click on Select Browse my computer for drivers

Browse below path

C:\Program Files\SecuGen\Drivers\HU20 for HU20 Model Device

C:\Program Files\SecuGen\Drivers\U20AP for HU20 AP Model Device

Then Select Next to load drivers Successfully



To TEST the Device Open the sgdx_v504.exe file from the SecuGenLegacyDriverInstaller_21 Folder

Click on InIt TAB Place the finger on sensor & the click on Capture to Test Fingerprint Capture