

SecuGen Biometric Device Drivers Help File

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1) Windows Configuration

2) Uninstalltion of Default Drivers

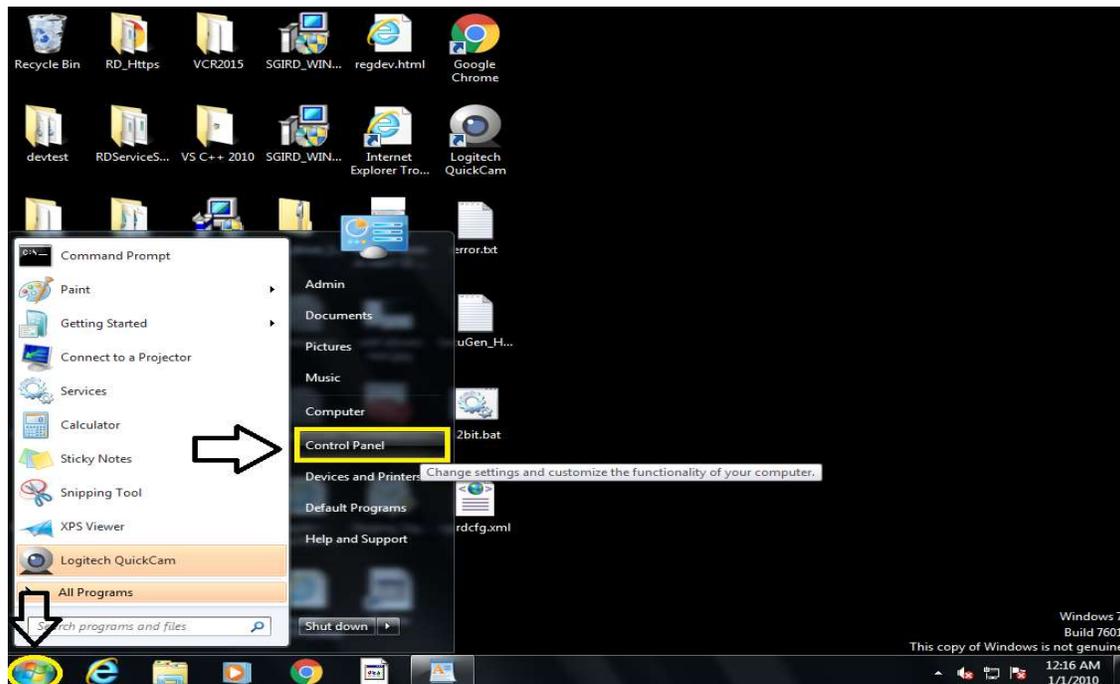
3) Installation Process

1.Windows Configuration

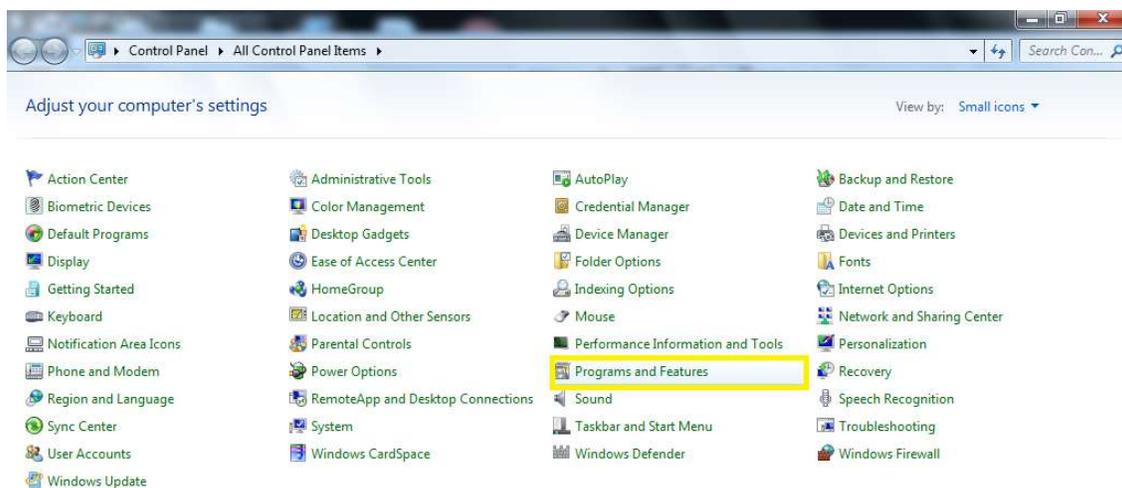
- **Do not connect Biometric Device first. If Connected Remove the Device**

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”**

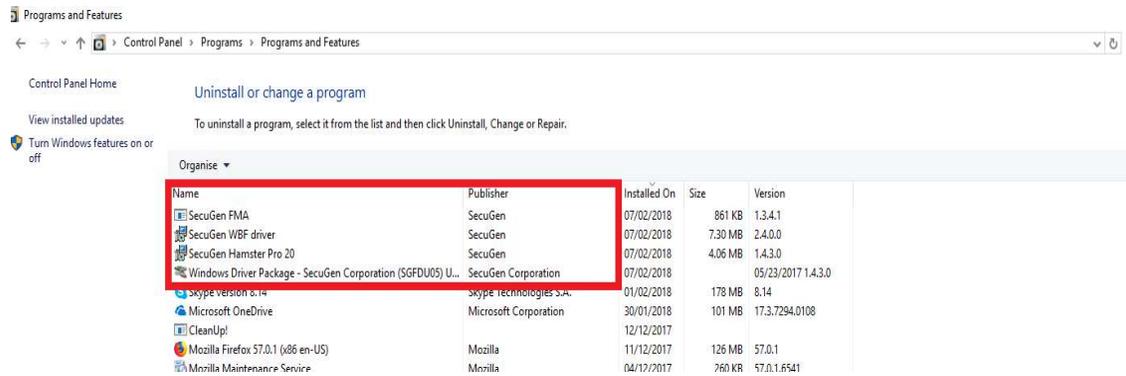


- In Control Panel Click on **“Program & features”** or you will see Uninstall a Program .



- 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**

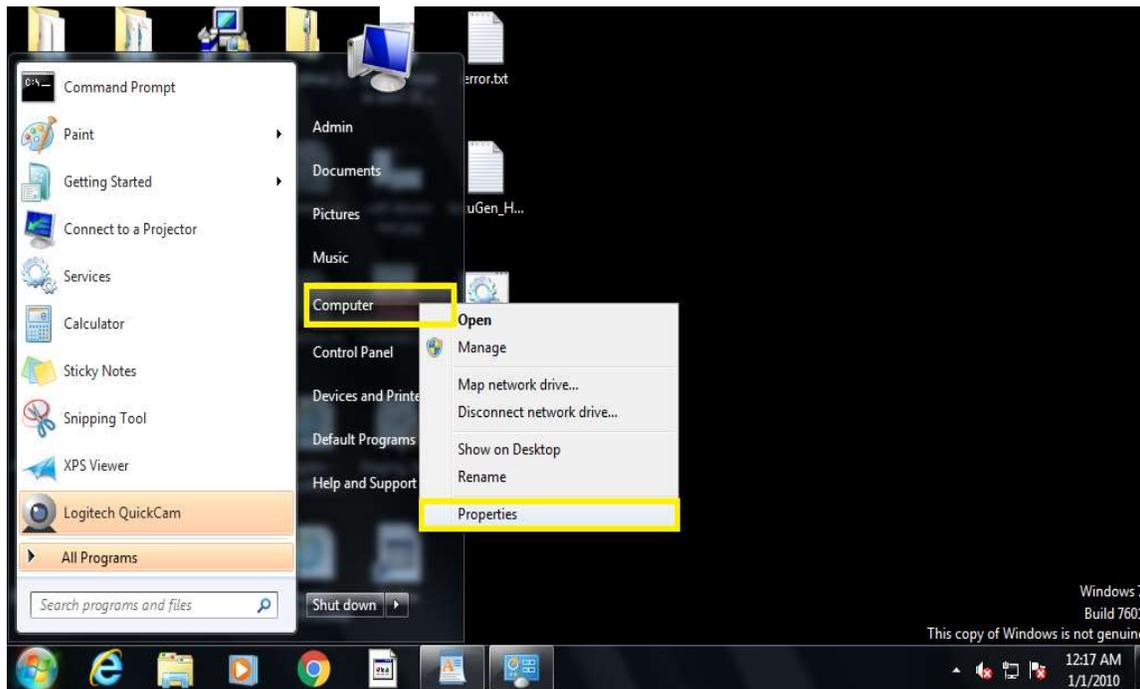


IMP Note: Follow the below steps only if using Windows 7 & 8 OS System. If using Windows 10 or higher version go directly go to Universal legacy device drivers steps @ Page 7

- Select Start Window then move your mouse to **“computer”** & right click on it , then go to **“properties”**

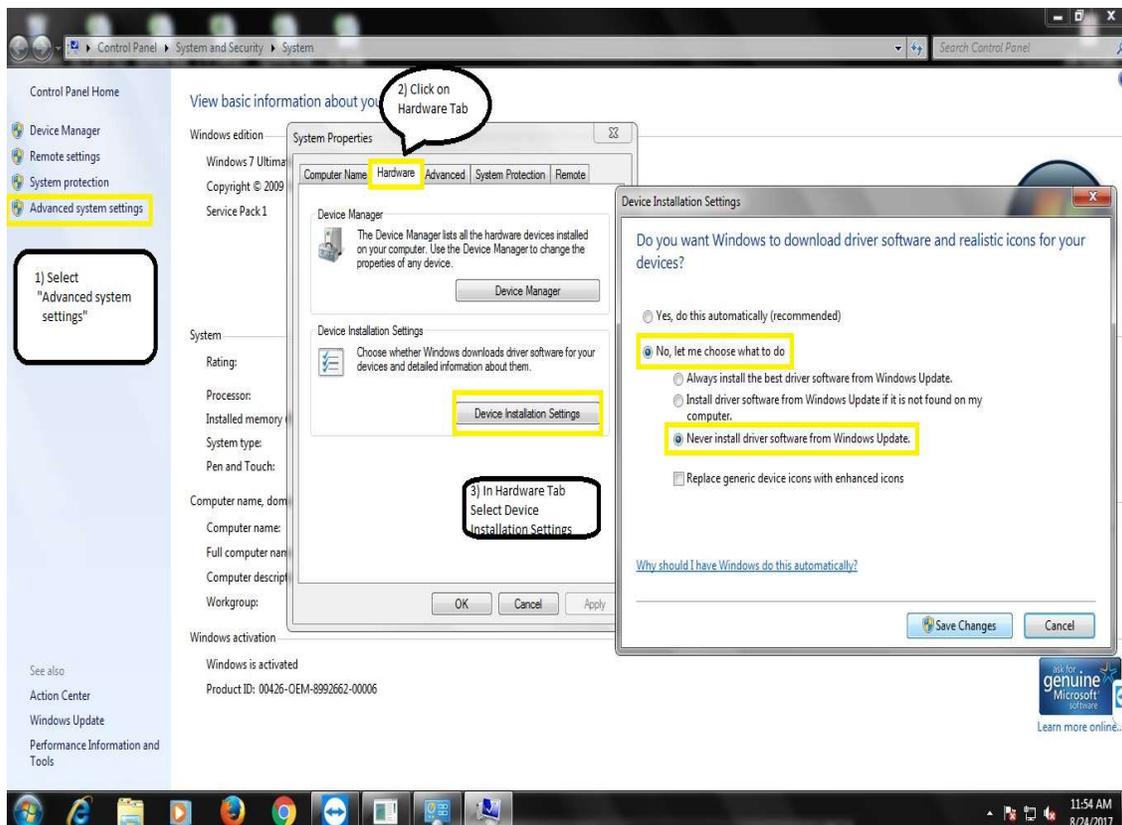
OR

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

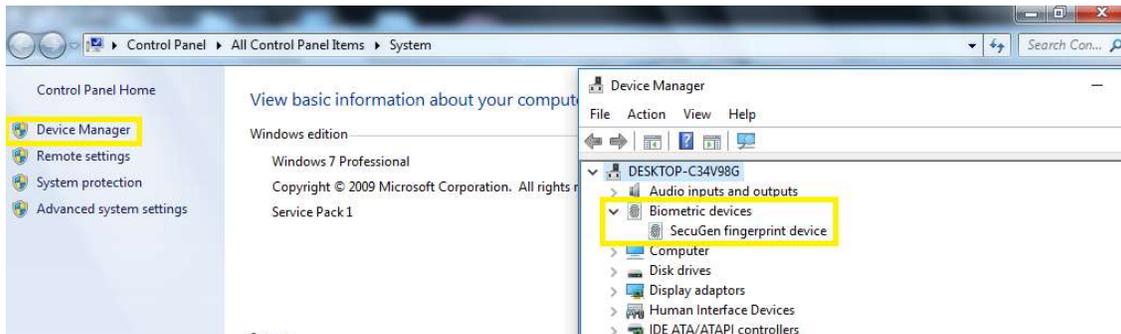


- In **"System"** (After Clicking on Properties SYSTEM Tab will be opened)
 - Select 1) **"Advanced System Setting"** then
 - Click on 2) **"Hardware"** Tab then
 - Select 3) **"Device installation Setting"**.
 - You will get 2 options Select **"No let me choose what to do"**
 - Then in below 3 options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

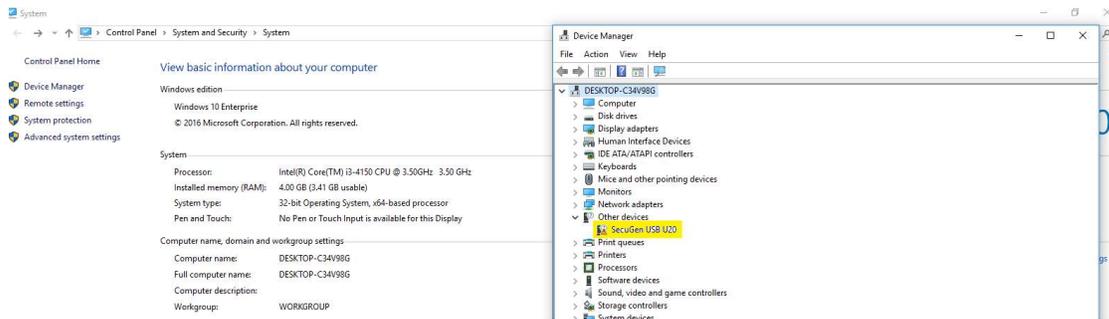
Note : Please use the below image for above steps .



- 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



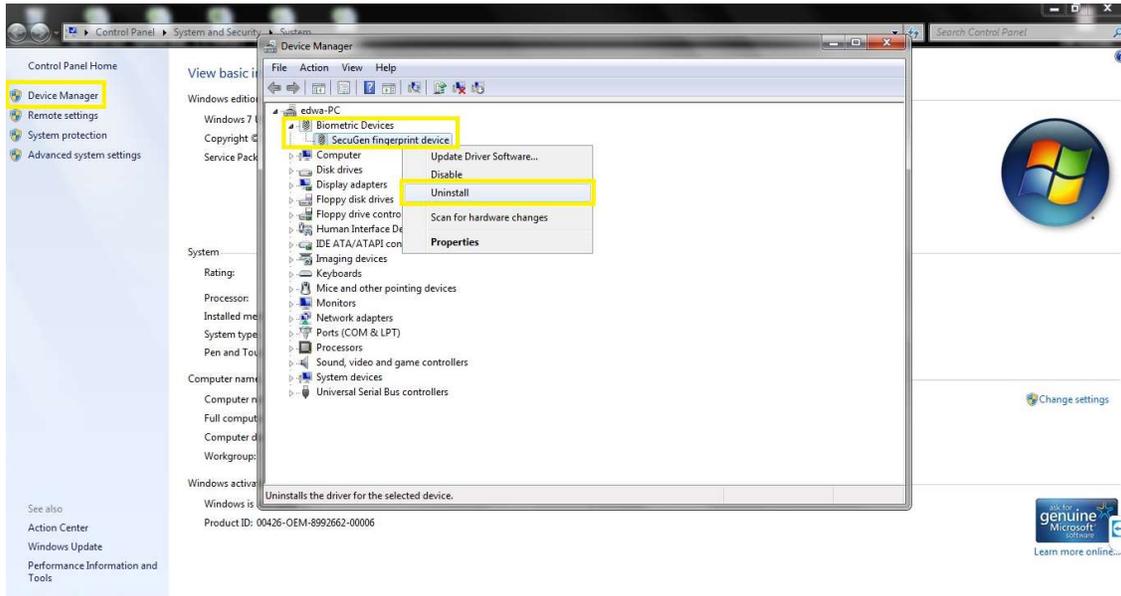
- ❖ If Biometric Device Shows In Other Device as “Secugen USB U20” or “unknown device” then Install Drivers



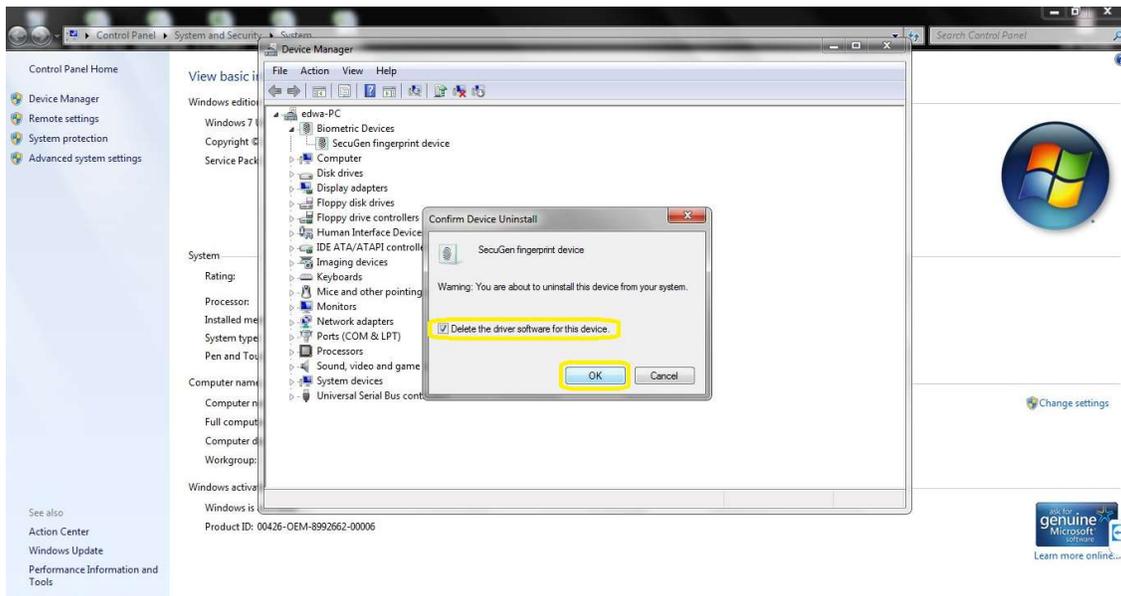
IMPORTANT : IF YOU CONNECT BIOMETRIC DEVICE TO YOUR SYSTEM RED LIGHT SHOULD BLINK ON THE SENSOR , IF NOT PLEASE MAIL TO support@secugenindia.com

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.



- Click on the check mark “Delete the drivers software for these device” then select Uninstall



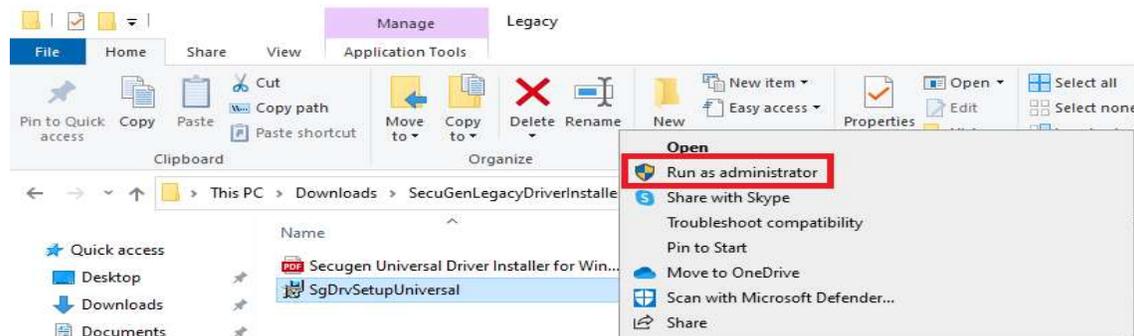
- Then Disconnect the Biometric Device from your machine & Restart your machine .
- After Restarting your machine Connect your Biometric device & follow the installation Process

3. Universal Legacy Device Drivers Installation Steps

Go to https://secugenindia.com/admin/upload/SecuGenLegacyDriverInstaller_21.zip to Download "SecuGen Legacy Drivers Installer" File

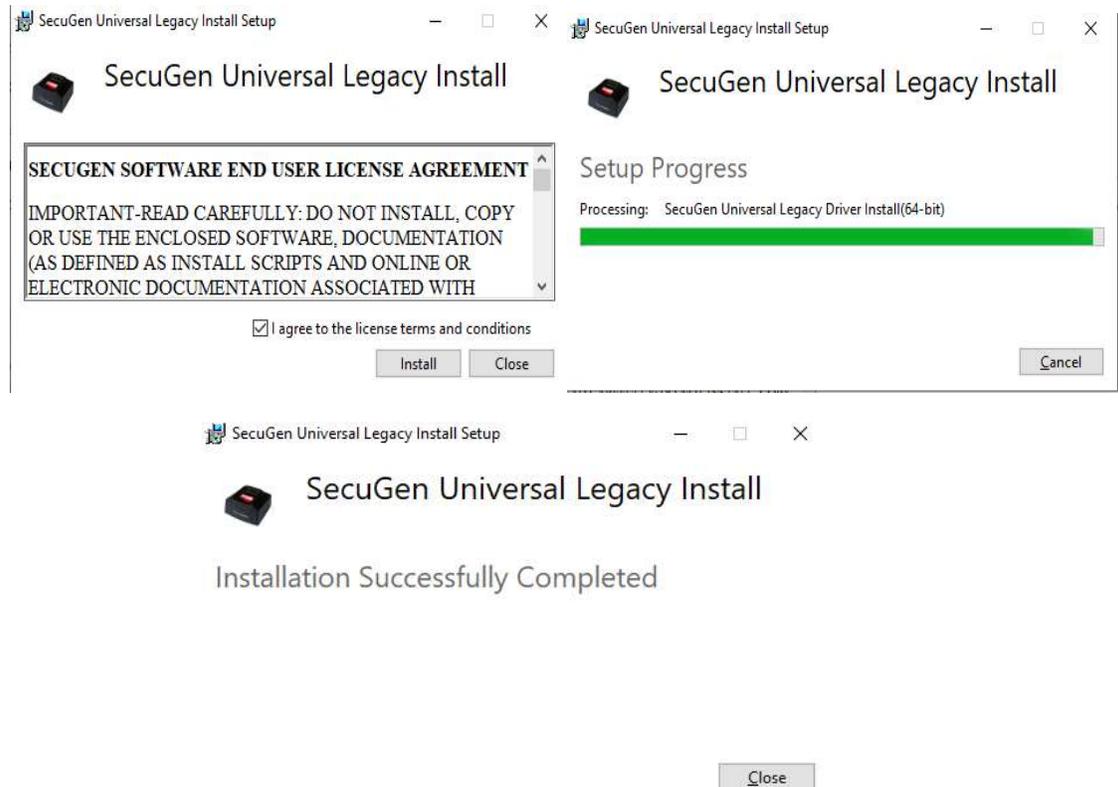
Download & Extract the **SecuGenLegacyDriverInstaller_**.zip** File

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



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



In Device Manager You will be able to see the drivers are loaded in **Fingerprint Devices**

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**

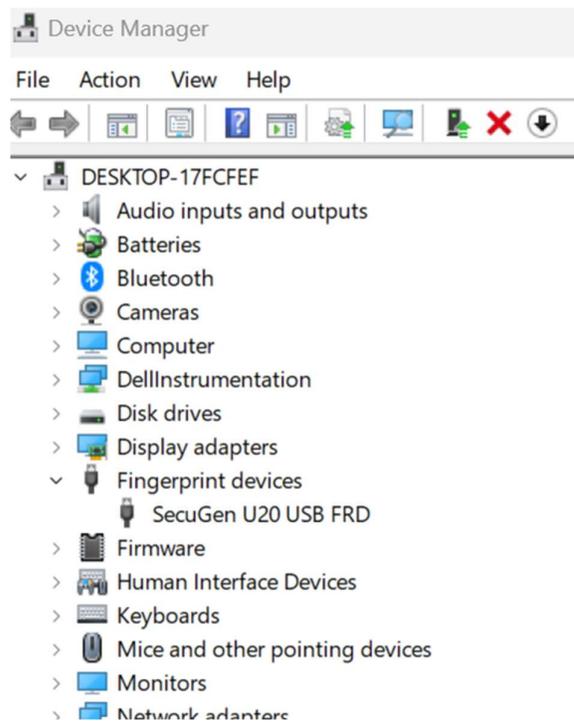
Right Click then Select **Update Drivers** click on Select **Browse my computer for drivers**

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