

SecuGen Registered Device

Frequently Asked Questions

Last Updated: 27th July 2017

1. Which biometric device models are certified as a Registered Device?

The SecuGen Hamster Pro 20 (HU20) is certified as a Registered Device.

2. Are the Hamster IV and Hamster Plus device models certified as a Registered Device?

No, these device models are not certified as a Registered Device. If you wish to use a Registered Device, the Hamster Pro 20 is the only device model to use.

3. Are there any documents from UIDAI I can read on this?

Yes. The Authentication API 2.0 specification can be read here.

https://uidai.gov.in/images/FrontPageUpdates/aadhaar_authentication_api_2_0.pdf

The Registered Device Specification can be read here

https://uidai.gov.in/images/resource/aadhaar_registered_devices_2_0_2_18072017.pdf

4. Is the Hamster Pro 20 device certified for Level 0 or Level 1?

The Hamster Pro 20 is currently certified for L0.

5. What platforms is the Registered Device supported on?

The SecuGen Registered Device is supported on Android versions 4.4 and higher and on Windows 7, 8 and 10.

6. Where can the RD service binaries be downloaded from?

The binaries can be downloaded from <http://www.secugenindia.com/rdservice.html>

7. Where can the device drivers for Windows be downloaded from?

The device drivers can be downloaded from <http://www.secugen.com/download/drivers.htm>

8. What is the registration process for the device before it can be used for Aadhaar authentication?

The device needs to be registered with the SecuGen Management Server as well as with UIDAI before it can be used for Aadhaar based authentication . This will be done automatically by the RD Service software and generally does not require any user intervention. The RD Service Management Client also provides ways to activate a device manually if required.

9. How do I check if my device has been registered?

The registration of your biometric device should happen automatically on both Windows and Android if you are connected to the Internet. You can check this by using the RD Client tool on Windows and the RDTTest tool on Android.

10. My biometric device has not been registered automatically. Can I register it myself?

Yes, in case your device has not been registered automatically, you can register the device yourself. On Windows you can use the 'Activate Device' functionality on the RD Client tool. On Android you can use the 'Init' functionality on the RD Service application itself. You will need an Internet connection to register your device.

11. Does the RD Service need the Internet to operate?

The RD Service connects to the SecuGen Management server on a periodic basis for functions such as device registration, certificate issuance and update checks. If the RD service cannot get the information it needs in order to proceed with the biometric capture, it will fail the biometric capture. Thus the RD Service needs the Internet in order to reach a consistent internal state.

12. What functionality is handled by the Device Provider and what is handled by UIDAI?

The functionality of registering a biometric device and issuing a device certificate is handled by the Device Provider. The RD Service also provides the core functionality of biometric capture. The UIDAI server on the other hand, provides the functionality of authenticating the biometric data captured by the RD service against its own database.

13. Where can I read an overview of the SecuGen RD Service implementation?

Please read the document at

http://www.secugenindia.com/rdservice/downloads/SecuGen_RD_HLA.pdf for this.

14. My company network and system policies are preventing the RD Service and the Management Server from being accessed on my system and through my network. Are there any guidelines on how to handle this?

Please read the document at

http://www.secugenindia.com/rdservice/downloads/SecuGen_RD_Network.pdf for this.

15. How do we contact SecuGen for support ?

SecuGen can be contacted for support on Monday to Friday between 9:30 AM to 6:30 PM. Tech support can be contacted on phone by calling **+91 22 28478472**. Alternatively, an email containing details of the problem may be sent to **rdsupport@secugenindia.com**