DIGITAL PERSONA U.are.U 4500
RDSERVICE
INSTALLATION MANUAL
# Installation Manual

## Document History

<table>
<thead>
<tr>
<th>Document Number</th>
<th>BMS/17/SBI/355/001</th>
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<tr>
<td>Document Name</td>
<td>Installation Manual</td>
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<tr>
<th>Version No.</th>
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1. Introduction

Precision is providing standardized and certified ‘Registered Device’ SDK for Digital Persona U.are.U 4500 fingerprint device model for providing the highest quality of services in an efficient and secured manner. The registered device means that the biometric device which is used in the application should be registered with UIDAI server. This SDK will be used for registering the device with UIDAI and allow to capture the fingerprint as per UIDAI registered device specification.

The remaining sections explains how to install and configure Digital Persona U.are.U 4500 RD Service SDK, and configure Digital Persona U.are.U 4500 biometric device with Precision Server to register with UIDAI.

2. Installation of Digital Persona U.are.U 4500 RD Service

2.1 Essential Basic Checks before Installation

Please ensure the below minimum hardware and software components are available for installing and RD service:

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Component</th>
<th>Minimum Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Hardware Requirement</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Supported Operating System</td>
<td>Windows 7, Windows 8, Windows 8.1 &amp; Windows 10</td>
</tr>
<tr>
<td>2</td>
<td>RAM</td>
<td>2 GB</td>
</tr>
<tr>
<td>3</td>
<td>Hard disk</td>
<td>500 MB free space</td>
</tr>
<tr>
<td>4</td>
<td>Port</td>
<td>11100 to 11120 (RD Service run in any one port)</td>
</tr>
<tr>
<td>5</td>
<td>Permission</td>
<td>Administrator rights to install</td>
</tr>
<tr>
<td>6</td>
<td>Supported Browsers</td>
<td>Internet explorer 8 &amp; above</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Software Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
</tr>
</tbody>
</table>

2.2 Installation Procedure

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 2.1 for more information)
2. Unplug the biometric device from the system.
3. Uninstall the previous version of SBI BMA Client.

   a. Go to “Run” prompt, type “appwiz.cpl” and press enter
   b. Search for “SBI BMA Client” and click Uninstall button to remove the older package.
4. Make sure that you have administrator privilege to start the installation.
5. Make sure **USB port** are enabled for communication
6. Download / copy the RD Service to the local system

Follow the below procedure to installation the RD Service:
1. Login into the system as **administrator**
2. Open the Package folder.

3. Right click “**run.bat**” 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. Click on Next.
6. Click I Agree

7. Click on Install and make sure that all the check box are checked.
8. If Biometric Scanner drivers are installed already, the following screen will appear.
   a. Click on OK to remove the previous installation

   ![Image of Biometric SDK Installation Screen]

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

   ![Image of U.are.U4500 Sensors DDK Installation Screen]
c. Click close to close the wizard

Installation Complete

U.are.U4500 Sensors DDK has been successfully removed.
Click “Close” to exit.

---

d. Click Close to close the wizard

Uninstaller Setup: Completed

Completed

Show details

Precision Biometric (I) Pvt Ltd
e. Click on **Next** to start the new installation of U.are.U 4500

![Installation Screen 1](image1)

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

![Installation Screen 2](image2)
g. Click **Next** to continue the installation

![Confirm Installation](image1)

The installer is ready to install U.are.U4500 Sensors DDK on your computer. 

Click "Next" to start the installation.

![Next Button](image2)

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

![Installation Complete](image3)

U.are.U4500 Sensors DDK has been successfully installed. 

Click "Close" to exit.

![Close Button](image4)
9. Click on **No**

10. 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.
11. If the RD Service is already installed the following screen will appear:
   a. Click **OK**

   ![Installation Screen](image1)

   - **Uninstaller Setup: Installing**
     - Execute: sc delete PrecisionRDService

   ![Uninstaller Setup](image2)

   b. Click **Close**

   ![Uninstaller Setup: Completed](image3)
c. Click Yes to restart the system and No to restart the system later. But it is mandatory to restart the system.

12. Once the system is restarted, Right click “PBRDService.exe” and select Run as administrator.
13. 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.

14. Click on Next to start the installation.
15. Click on I Agree

16. Click on Next and make sure that all the checkbox are checked
17. Click on **Install**
18. If Biometric Scanner drivers are installed already, the following screen will appear.
   a. Click on **OK** to remove the previous installation

   ![Image 1](image1.png)

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

   ![Image 2](image2.png)
c. Click close to close the wizard

![Image of Installation Complete dialog box]

U.are.U®14500 Sensors DDK has been successfully removed.
Click “Close” to exit.

---

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

![Image of Uninstaller Setup: Completed dialog box]

Completed progress bar with "Show details" button.
Installation Manual

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

![Confirm Installation](image)

The installer is ready to install U.are.U4500 Sensors DDK on your computer.

Click "Next" to start the installation.

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

![Installation Complete](image)

U.are.U4500 Sensors DDK has been successfully installed.

Click "Close" to exit.
19. If the management client is already installed, the following screen will appear:
   a. Click on **ok** to remove the previous installation

   ![Uninstaller Setup Completed](image1)

   b. Click on **Close**

20. If the following message box appears, Click “**Yes**” to delete the old certificate

   ![Root Certificate Store](image2)
21. Click “Yes” to proceed.

22. Click on **Close** to complete the installation.
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. PrecisionRDSReader
3. The services should be in started status. If any one of the services are not found, check the FAQ for more details.

<table>
<thead>
<tr>
<th>Service</th>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power</td>
<td>Started</td>
<td>Managed</td>
</tr>
<tr>
<td>PrecisionBiometricService</td>
<td>Started</td>
<td>Automatic</td>
</tr>
<tr>
<td>PrecisionManagementClient</td>
<td>Started</td>
<td>Automatic</td>
</tr>
<tr>
<td>PrecisionRDSReader</td>
<td>Started</td>
<td>Precision Biometric Reader</td>
</tr>
<tr>
<td>Print Spooler</td>
<td>Started</td>
<td>Loads print jobs</td>
</tr>
</tbody>
</table>

2.3 Biometric Device Activation / Registration

Follow the below procedure to Register the biometric device.

1. Open the below URL in any one of the available browser (internet explorer, Firefox, chrome or opera).
   https://pbrdms.precisionbiometric.co.in/rdpayments/
2. In the same browser, open a new tab and enter the url
   https://localhost:9862/PrecisionManagementClient/
3. Follow the steps to add exception
   a. In case of Internet explorer, Click on “Continue to this website...”
b. In case of Chrome, Click on “Advanced” button and select “Proceed to localhost” as shown in below screen shot

![Chrome Warning]

This server could not prove that it is localhost; its security certificate is not trusted by your computer’s operating system. This may be caused by a misconfiguration or an attacker intercepting your connection.

Click on “Add Exception”

![Firefox Warning]

localhost:862 is an invalid security certificate.
The certificate is not trusted because it is self-signed.
Error code SEC_ERROR_UNTRUSTED_HINT

Click on “Add Exception...”
Click on “Conform Security Exception”

4. Open the url https://pbrdms.precisionbiometric.co.in/rdpayments and select device model.
5. Download and install RD Service package for this device model.
6. Connect the biometric device.
7. Click Proceed button, once you successfully installed the Package.
8. Click Register button, after providing the below information.
   o Device Serial Number
   o Name
   o Email id
   o Contact number.
9. Follow the payment process to activate the device.

Note:
Please note that the device registration in UIDAI server will take minimum 24hrs to take activate.

2.4 Procedure to test scanner

After Device activation (Refer section 2.3) check the device registration and test the scanner with below procedure.
1. Go to the RD Service installation location (if it is x86 based system, “C:\Program Files\Precision Biometric\PBRDService” and if it is x64 based, the installation folder will be “C:\Program Files(x86)\Precision Biometric\PBRDService”)
2. Connect the scanner to the system and wait for the following notifications. If you are getting any other notification message, Check FAQ section to resolve the issue.
3. Open the “PrecisionRDServiceTestApplication.html” with internet explorer or other supported browser

4. Click on “Discover” button to discover the Precision RD Service
5. If “RDService Discover Successfully”, Click on “Capture” button to capture the fingerprint

6. If the fingerprint is captured successfully, the following data will be displayed

Note:
Please note that the device registration in UIDAI server will take minimum 24hrs to take activate.
3. Error Code information

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

<table>
<thead>
<tr>
<th>Sl No</th>
<th>Error Code</th>
<th>Error Description</th>
<th>Action to be taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>700</td>
<td>Capture time out</td>
<td>Try capture again</td>
</tr>
<tr>
<td>2</td>
<td>710</td>
<td>Device is used by another application</td>
<td>Biometric capture is involved by another application, try capture image after some time</td>
</tr>
<tr>
<td>3</td>
<td>720</td>
<td>Device not ready</td>
<td>Check info / errInfo element for more information</td>
</tr>
<tr>
<td>4</td>
<td>730</td>
<td>Capture Failed</td>
<td>Try capture again</td>
</tr>
<tr>
<td>5</td>
<td>740</td>
<td>Device needs to be reinitialized</td>
<td>Unplug the device and plug it again</td>
</tr>
</tbody>
</table>

For all other error codes or error message, please contact the appropriate application team to resolve the issue.

4. Key information

These are the some basic information to debug, if you are having any issue while configuring RD Service package:

**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.
5. Reach us

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

- Phone : 044 – 3301 5353
- Email : rdservices@precisionbiometric.co.in

Please share us the below information to easy the support process:

- a. Installed RD Service Version
- b. Name of the customer
- c. Contact Details (including mobile number and mail id)
- d. Device model
- e. Purpose of using the biometric scanner
- f. Purchase bill / Invoice copy
- g. Screen shot of the issue

Appendix A – Frequently Asked Questions

1) How to configure the Biometric client package in Internet Explorer?

1. Add the application IP address or URL in the Trusted Sites

   a. In internet explorer, Click Tools and then Internet Option
   b. Click Security tab, then click Trusted Sites > Sites.
   c. Type the IP address into the Add this web site to the zone field, click Add.
   d. Server IP address is added to the websites field.

2. Change the Active x Settings

   a. Go to Control Panel > Internet Options
   b. Click the security tab and then click the Trusted Sites
   c. Click the Custom level button
   d. Select enable for “Download signed ActiveX Controls” and “Initialize and script Active x controls not marked as safe for scripting” as shown in the figure
3. Turn off popup blocker
   a. Clicks **Tools** and then **Internet options**
   b. Go to **privacy tab**
   c. Make sure that “**Turn on pop blocker**” is not checked

![Internet Options](image)

4. If it is internet explorer 9 and above, Disable **ActiveX filter**
   a. Go to **Settings** and then **safety**
   b. Make sure that **ActiveX Filtering** is not checked
5. Clear the cache and cookies in the browsers
   a. In Internet Explorer, Click Settings then Internet options and in General tab,
   b. Click the “Delete” button
   c. Select the checkbox for Cookies, Temporary Internet Files and Preserve Favorites website Data
   d. Click “Delete”

2) No response after clicking the fingerprint capture button in PrecisionTestScanner.htm in internet explorer?
   If your answer is yes. Please do the following steps to fix the issue.
   1. Go to Tools->Internet Options, Click Advanced tab and uncheck the Disabling Script Debugging
      (Internet explorer) and then press ok to close the wizard.
   2. Open the PrecisionTestScanner.html in internet explorer and do the process as listed in the
      Testing the scanner section
   3. If the internet explorer give the following error
a. Login into the system as Administrator and close all the running **Internet Explorer** before doing the following steps
b. Go to **start**->**All programs**->**Accessories**->**command prompt**, if the OS above **Windows XP** right click it and select **Run as Administrator** otherwise just click it to open
c. Go to the **system32** folder location, in case of x86 based system and **syswow64**, in case of x64 based system. Type "**regsvr32 BIOM_API.dll**" and press enter.
d. Click **OK**
e. If the command prompt gives any error, please check the below
   i. If the following error appears, please check whether you have the administrator privilege to run the batch file or make sure that gone through the above steps properly.
ii. If any other error appears, please contact the support team for further assistance or make a screen shot of the error and drop a mail to the support team or concern person.

4. After success completion of above steps, test the scanner using the PrecisionTestScanner.html.

3) **No response after clicking the fingerprint capture button in the application URL in internet explorer?**

1. Make sure that fingerprint scanner is working properly in the PrecisionTestScanner.html which is present in the Biometric Package installation location.
2. If it is not working, please check the FAQ 1 to fix this issue otherwise go to the next step.
3. Check whether the application URL is added in the trusted sites
   a. In Tools->Internet options, Go to security tab and select the Trusted Sites
   b. Click the button Sites
   c. Check the whether Application URL is added in the trusted sites, if not please go to the Configuring Internet explorer(FAQ 1) to know the step for doing the same.
4. Check whether the Activex Settings are configured properly as listed below:
   a. In Tools->Internet options, Go to Security tab and select the Trusted Sites
   b. Click the button Custom level
   c. Make sure that the following settings are properly configured under Activex Controls and Plugins

   i. Allow previously unused ActiveX to run with out prompt - Enable

   ii. Run ActiveX control and - Enable

   iii. Script ActiveXcontrol marked safe for scripting - Enable

   iv. Only allow approved domains to use ActiveX without prompt - Disable

   v. Allow Activex filtering (only in IE 10) - Disable

   vi. Download Signed Activex Controls - Enable
vii. Initialize and script ActiveX Controls not safe for scripting - Enable

Go to Security Tab and enable Scripting

4) If you get the message box as Check whether the service is running or not.

1. Go to Services.msc, then go to PrecisionBiometricService and Click Start.
5) If you get the message box as “No scanner found, check the scanner connected properly”

This message will appear due to the following reasons:

1. Scanner may be unplugged from the system
2. USB Port may have some problem
3. Device Driver may not be installed properly

To resolve these issues,
1. Check the scanner – system connectivity
2. If you still have the same problem, unplug the device and connect it in other USB port (Try in all available USB port).
3. If you still have the same problem, login into the system as administrator.
4. Open the Device Manager and check for the biometric device
5. If you are not able to find the device or find the device with “exclamatory (!) Or question (?)” mark, Go to the “package” folder and install the appropriate driver.

If you are still facing the problem, contact the Precision Biometric – Support Team or write a mail about the error.

6) 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)
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.
7) 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 a mail about the error.

8) 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 **PBMManagementClient.exe**

If you are still facing the problem, contact the Precision Biometric – Support Team or write a mail about the error.
9) 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 2.2 for more information.

If you are still facing the problem, contact the Precision Biometric – Support Team or write a mail about the error.

10) What I have to do, when I get “RD Service not installed, Please install” 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 section 2.2 for more information)

If you are still facing the problem, contact the Precision Biometric – Support Team or write a mail about the error.

11) What I have to do, when I get “Device information not available in Precision Management Server, 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 Section 2.3 to more information on device registration and refer Section 5 to contact biometric support)

If you are still facing the problem, contact the Precision Biometric – Support Team or write a mail about the error.

12) What I have to do, when I get “Unable to connect to the Precision device Management 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 or proxy server.

<table>
<thead>
<tr>
<th>Sl No</th>
<th>Particular</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>DNS Address</td>
<td>pbrdms.precisionbiometric.co.in</td>
</tr>
<tr>
<td>2</td>
<td>Public IP Address</td>
<td>122.183.251.118</td>
</tr>
<tr>
<td>3</td>
<td>Port</td>
<td>443</td>
</tr>
</tbody>
</table>

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.

4. Procedure to configure Proxy in IE:
   a. Open the IE browser and go to “Internet Options”
   b. Go to “Connections” tab, click on “LAN Settings”
   c. Click on the check box “Use a proxy server for your LAN” as shown below
   d. Configure the IP Address and port as shown above.
   e. Click ok to save the configuration
   f. Click ok on Internet Option to save.

If you are still facing the problem, contact the Precision Biometric – Support Team or write a mail about the error.

13) What I have to do, when I get “Updated version of Precision RD Service is available, Install the updated version to continue/Management client update is available, Install the updated version to continue/Device update is available, Install the updated version to continue” as notification message?

This message will appear due to the following reasons:
1. New version of RD Service is available
2. New version of Management Client is available
3. New version of Device drivers is available

To resolve this issue:
1. Download and install the latest version of rd service.
   a. Click on the Download to download the latest rd service version
b. Select a location to save the download

c. Please wait of few minutes for downloading the update from the server (Download time will vary based on your internet speed)
d. Click on the “Install” button to update the rd service and continue the installation procedure or “Install Later” to manually install the update later

If you are still facing the problem, contact the Precision Biometric – Support Team or write a mail about the error.

14) What I have to do, when I get “Fingerprint scanner not connected properly, Please reconnect” as message?

This message will appear due to the following reasons:
1. Precision supported biometric scanner is not 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 device with “examinatory (!) Or question (?)”, Go to the **RD Service Package** location and open the “**drivers**” folder and install the “**Precision-U.are.U4500.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 a mail about the error.

15) **What I have to do, when I get “System date and time is incorrect, Please change it to continue” as notification message?**

This message will appear due to the following reasons:

1. System date and time is not 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**

![Date and Time](image)


d. Make sure that the time zone is set correctly

![Date and Time](image)

If you are still facing the problem, contact the Precision Biometric – Support Team or write a mail about the error.
16) What I have to do, when I get “Device registration with UIDAI 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 a mail about the error.

17) What I have to do, when I get “Device key updation with Precision Management Server 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 a mail about the error.