

SecuGen Device Test Procedure

December 2008, SecuGen

-- Contents --

- 1. Test Device Initialization**
- 2. Test Image Capturing**
- 3. Test AutoOn (Hamster Plus & Hamster IV)**
- 4. Problem Solving**
 - 1) Device not found
 - 2) DII loading failed
 - 3) Wrong image
- 5. Write RMA form**

1. Test Device Initialization

1) Execute SecuGen device diagnostic tool for RMA(sgdxr.exe)

Execute sgdxr.exe. It will search connected device automatically and display connected device in device combo box.

2) Select a device to test and then click Init button

If device has no problem, it will display **Device Initialization Success**.

If error occurred, it will display error message in RED.

The screenshot shows the 'SecuGen Device Diagnostic Utility - for RMA' window. At the top, there is a 'Device' dropdown menu set to 'USB -- FDU02:0' and a 'Refresh' button. Below this are three buttons: 'Init' (highlighted with a dashed border), 'Capture', and a checkbox for 'AutoOn Test' which is unchecked. A large white rectangular area occupies the center of the window. At the bottom of this area, the text 'Device Initialization Success' is displayed in green. Below the main area is a yellow-shaded section titled '<Device Info>' containing four fields: 'Device Model' with value 'FDU02', 'FW Verion' with value '2.0.4.6', 'Serial Number' with value 'B08O0758691XXXX', and 'Error Message' with value 'No Error'.

<Device Info>	
Device Model	FDU02
FW Verion	2.0.4.6
Serial Number	B08O0758691XXXX
Error Message	No Error

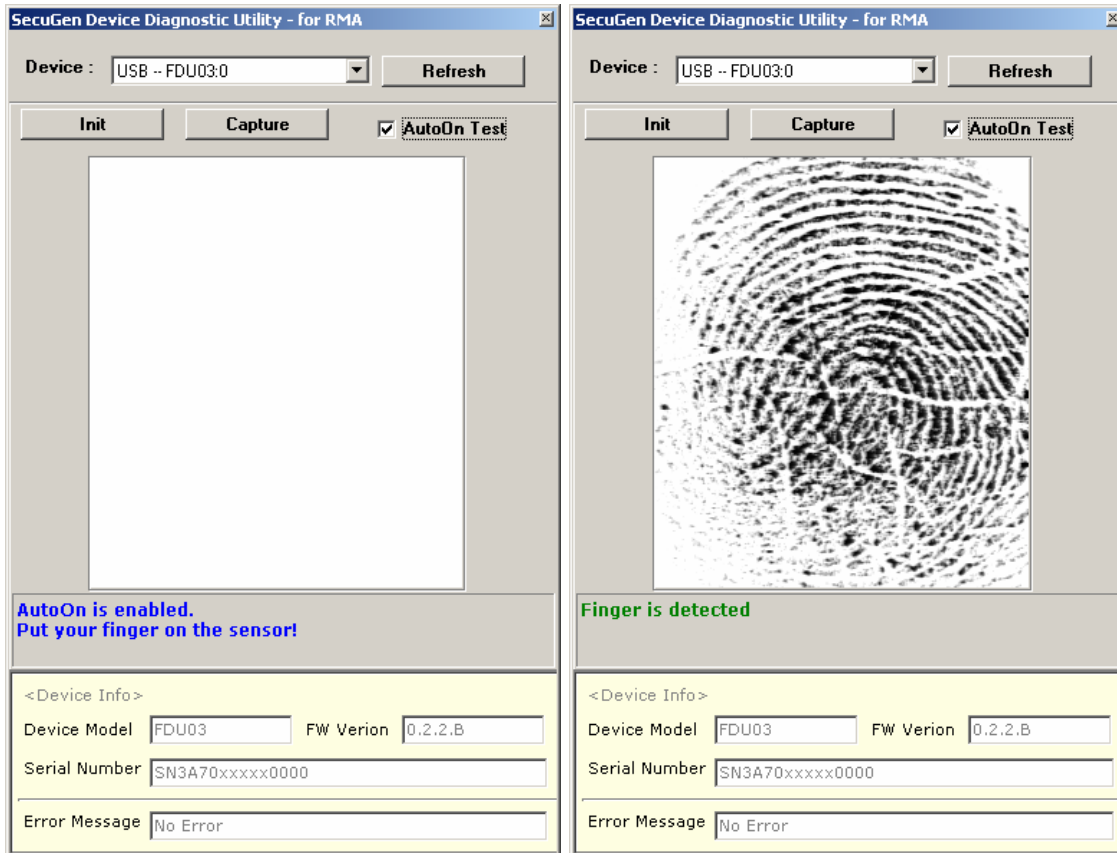
2. Test Image Capturing

After device initialization, put finger on the sensor and then click **Capture** button. If capture is success, it will display **Success!** message and **capture time**. If error occurred, it will display error message in RED.



3. Test AutoOn (Hamster Plus & Hamster IV)

If the device is Hamster Plus or Hamster IV, AutoOn Test checkbox will be enabled. To test AutoOn, check **AutoOn Test**. And then put finger on the sensor. If device detects the fingerprint presence, it will display **Finger is detected** message and captured fingerprint image.



4. Problem Solving

1) Device not found

Check the selected device is connected to USB port. After connecting the device, click **Refresh** button.

Note: When sgdxr.exe is executed, it searches connected device automatically. But if you connected or disconnected the device after that, please search attached devices again by clicking Refresh button.



The screenshot shows the 'SecuGen Device Diagnostic Utility - for RMA' window. At the top, there is a 'Device' dropdown menu and a 'Refresh' button. Below these are 'Init' and 'Capture' buttons, and an 'AutoOn Test' checkbox. A large empty rectangular area is in the center. At the bottom, a red error message reads: 'Error! Device not found! Please connect device and then click Refresh'. Below the error message is a yellow section titled '<Device Info>' containing input fields for 'Device Model', 'FW Verion', 'Serial Number', and 'Error Message'.

2) DII loading failed

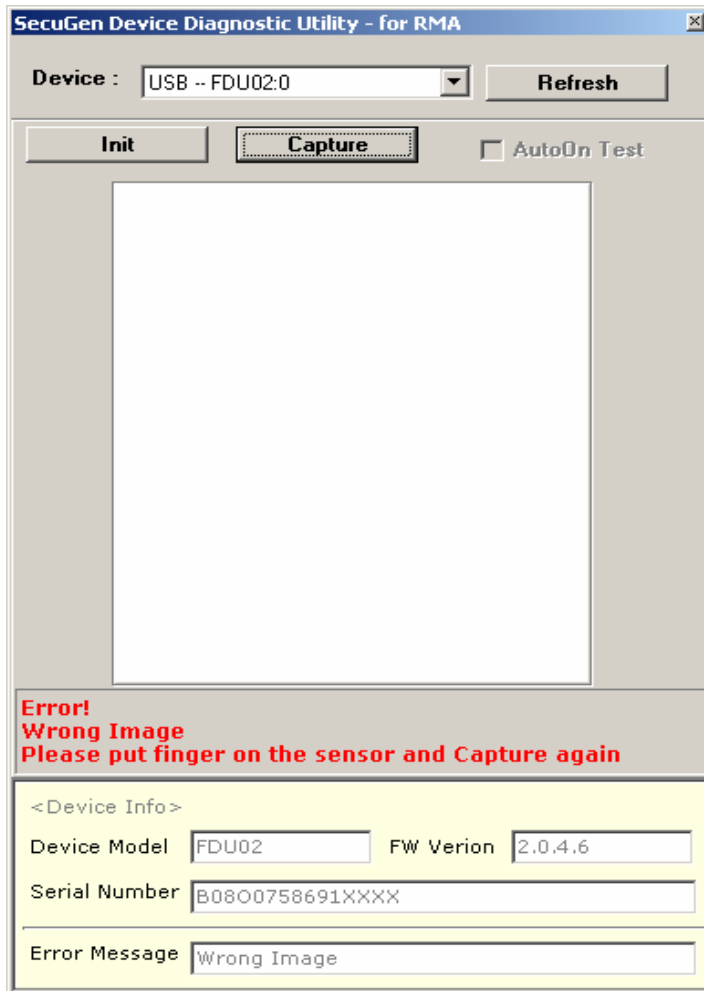
Reinstall SecuGen device driver. This error is not related with device itself.

The screenshot shows the 'SecuGen Device Diagnostic Utility - for RMA' window. At the top, there is a 'Device' dropdown menu set to 'USB -- FDU02:0' and a 'Refresh' button. Below this are three buttons: 'Init' (highlighted with a dotted border), 'Capture', and a checkbox for 'AutoOn Test'. A large empty rectangular area occupies the center of the window. At the bottom, a red error message reads: 'Error! Can not load driver Please install device driver'. Below the error message is a yellow-shaded section titled '<Device Info>' containing three input fields: 'Device Model' and 'FW Verion' (with a typo) on the same line, and 'Serial Number' on the line below. At the very bottom is an 'Error Message' input field.

Device : USB -- FDU02:0		Refresh
Init	Capture	<input type="checkbox"/> AutoOn Test
[Empty Area]		
Error! Can not load driver Please install device driver		
<Device Info>		
Device Model	<input type="text"/>	FW Verion <input type="text"/>
Serial Number	<input type="text"/>	
Error Message	<input type="text"/>	

3) Wrong image

This error happens if fingerprint is not on the surface of scanner.
Please put fingerprint is on the sensor and then click **Capture** again



5. Write RMA form

If device is defected, please fill RMA form with **Device model, FW version, Serial number and Error message.**

If error message is 'device not found', sgdxr.exe may not display device information. In that case, you can find Device model name in bottom of SecuGen device.

SecuGen Device Diagnostic Utility - for RMA

Device : USB -- FDU03:0 Refresh

Init Capture AutoOn Test

Error!
Wrong Image
Please put finger on the sensor and Capture again

<Device Info>

Device Model	FDU03	FW Verion	0.2.2.B
Serial Number	SN3A70xxxxx0000		
Error Message	Wrong Image		