**L1Android RD
Morpho
Fingerprint
Biometric Sensor**

IDEMIA L1Android RD Morpho Fingerprint Biometric Sensor Installation Guide

Contents

IDEMIA L1Android RD Morpho Fingerprint Biometric Sensor

Specifications

- **Product:** L1 Android RD Service
- **Version:** 1.2
- **OS Compatibility:** Android version 7 and above
- **Hardware Compatibility:** MSO 1300 E3 RD Sensor

Product Usage Instructions

Installation Procedure

1. **Installation via APK**
    1. Download the Idemia L1 RD Service APK from the RD Service Online Portal.
    2. Copy the APK to the phone storage.
    3. Go to phone settings > Security > Unknown sources, and enable permission for APK installation.
    4. Locate the APK on your phone and click on Install.
    5. After successful installation, click on Open to launch the APK.
2. **Installation via Play Store**
    1. Search for "MSO 1300 E3 L1 RD Service" on Google Play Store and click Install.
    2. Once installed, click on Open to launch the application.

Verification of Installation

After installation, check for the RD Service application in the Apps listing or launcher area.

Getting Device Ready to Use

1. Connect the L1 Biometric (MSO 1300 E3 RD) device to your mobile phone.
2. When prompted, select Idemia L1 RD Service to initiate the automatic registration process.

Frequently Asked Questions

Q: What are the prerequisites for running RD Service?

A: For software, you need an Android smartphone with OS version 7 and above. For hardware, you need an MSO 1300 E3 RD Sensor.

Q: Where can I find the RD Service application after installation?

A: After successful installation, you can find the RD Service application in the Apps listing or launcher area of your Android device.

Q: Will RD Service work on rooted or modified mobile devices?

A: No, the RD service will not work on rooted or modified mobile devices.

Revision History

Reference	Date	Author	Modification
1.0	24th Jun, 2023	RD Integration and Support	Initial Document
1.1	8th Jun, 2024	RD Integration and Support	New RD Service version Release
1.2	1st July, 2024	RD Integration and Support	FAQs Amendment

Purpose of document

- To provide pre-requisites to run L1 biometric device on Android Device.

Pre-Requisite for running RD Service

Prerequisite for S/W

- Android smartphones have OS version 7 and above.

Prerequisites for H/W

- MSO 1300 E3 RD Sensor

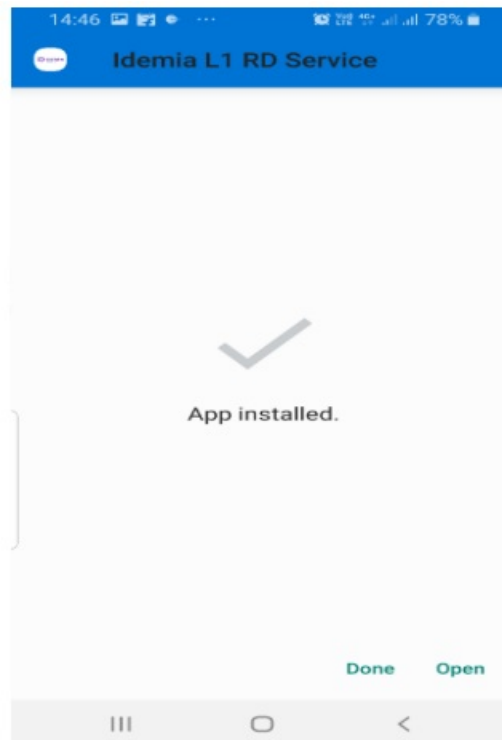## Installation procedure

Users can install Idemia L1 RD Service in two ways as follows.

1. **If a user has the APK of RD Service (Downloaded From RD Service Online Portal)**
   - Copy Idemia L1 RD Service APK in phone storage.
   - Go to phone settings→Security→Unknown sources→check to allow permission for APK installation.
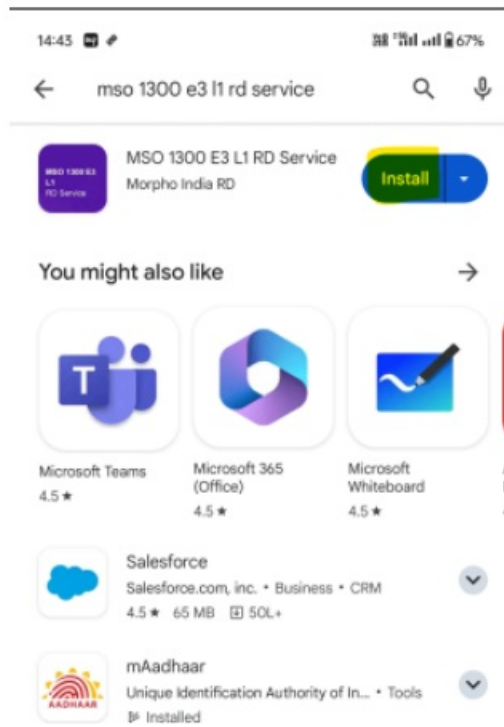   - Now click on apk at a defined path and install it by clicking on the Install button.
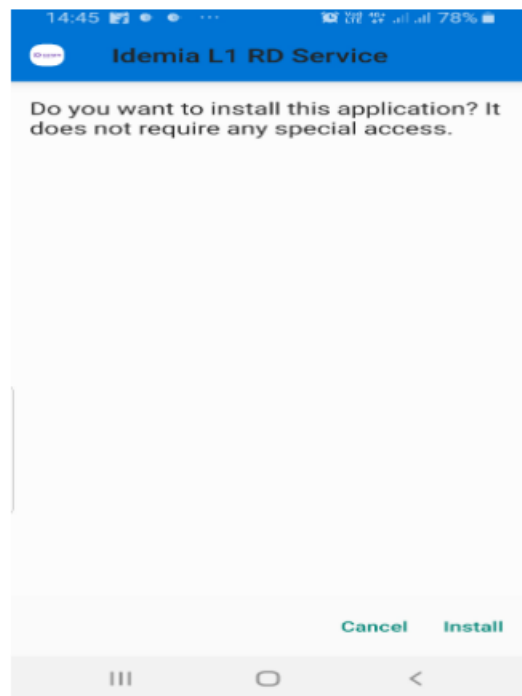
- After the Successful installation of the APK, the below screen will be displayed. Please click on the Open button to launch the APK.
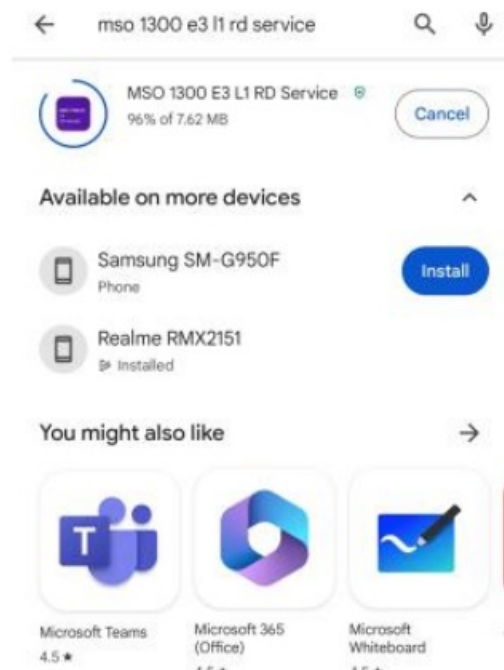

2. **If a user has installed the APK from the Play Store**
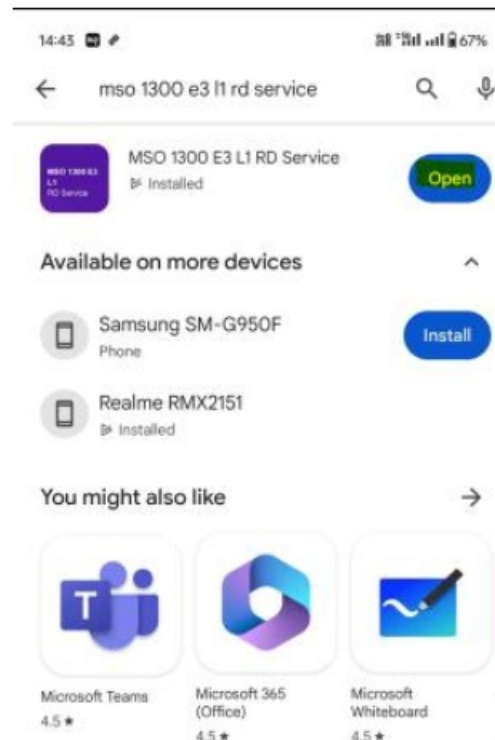   - Go to Google Play Store search for MSO 1300 E3 L1 RD Service and click on Install.

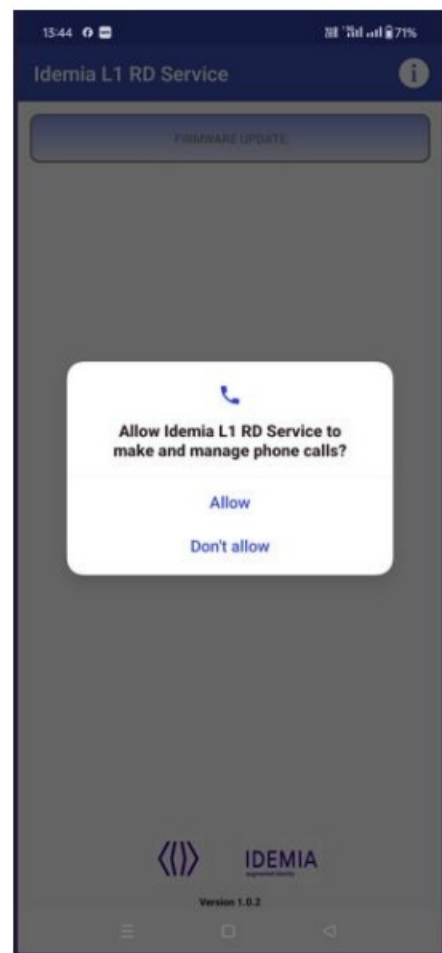- Installation progress will be shown below.

- After successful APK installation click on Open.

- Play store URL to download and install the APK **https://play.google.com/store/apps/details?id=com.idemia.l1rdservice**

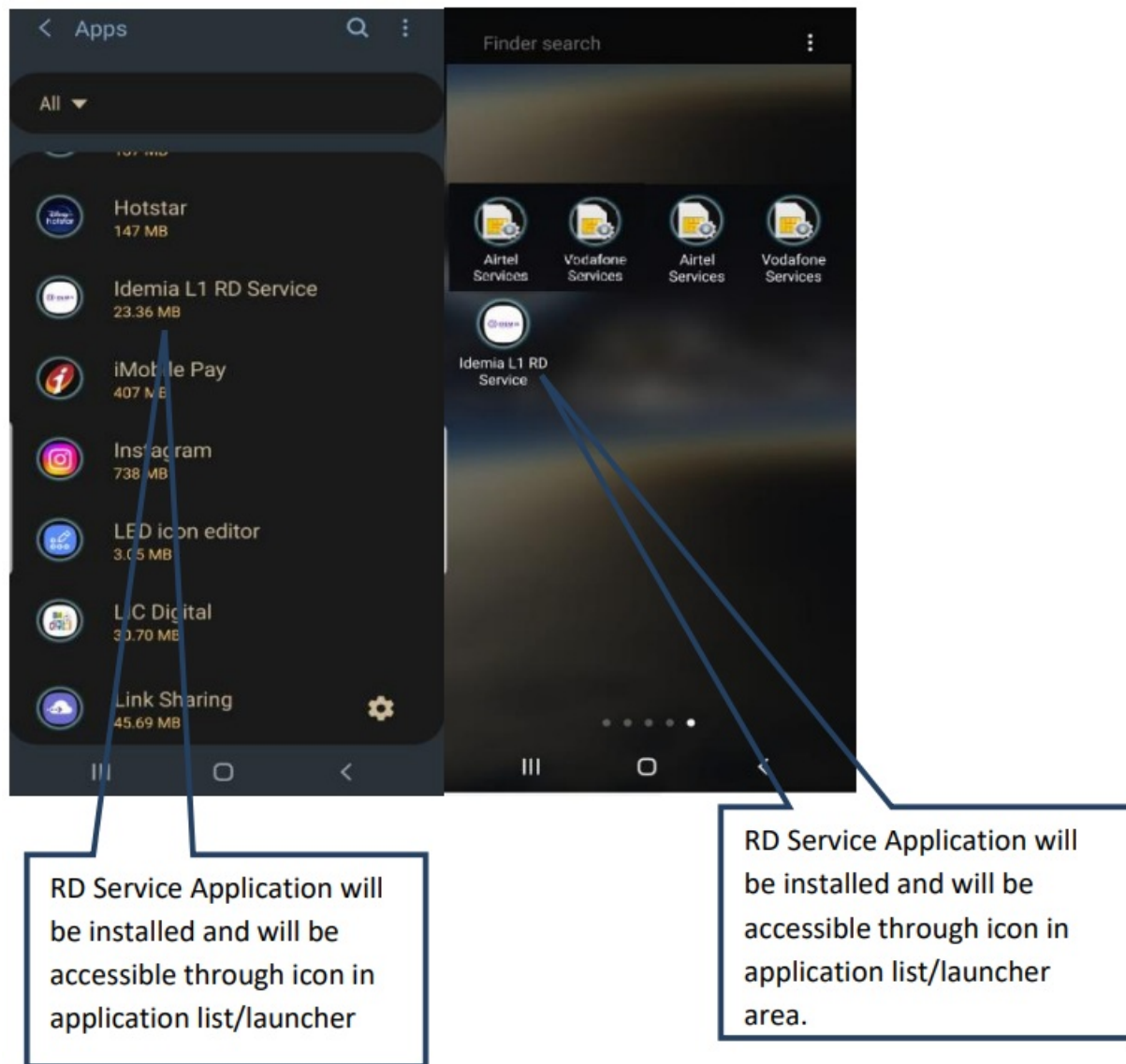3. **Now launch the APK and click on Allow to give permission**

- **Note:** Above popup message will appear in both cases if the APK has been installed physically or from the Google Play Store.
- The below screen will appear to the user once permission is given.
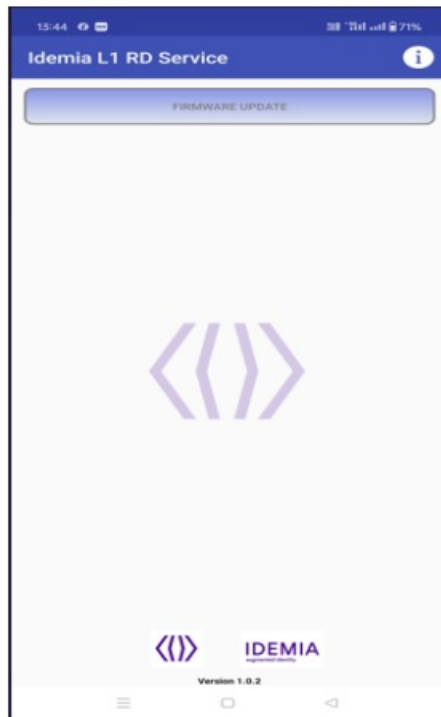
- **Note:** RD service will not work in case mobile device is rooted/modified.

**Location of the installed RD Service on Android Device**

After successful installation of the RD Service apk, the user can verify successful installation by checking the presence of RD Service in the Apps listing.

RD Service Application will be installed and will be accessible through icon in application list/launcher

RD Service Application will be installed and will be accessible through icon in application list/launcher area.
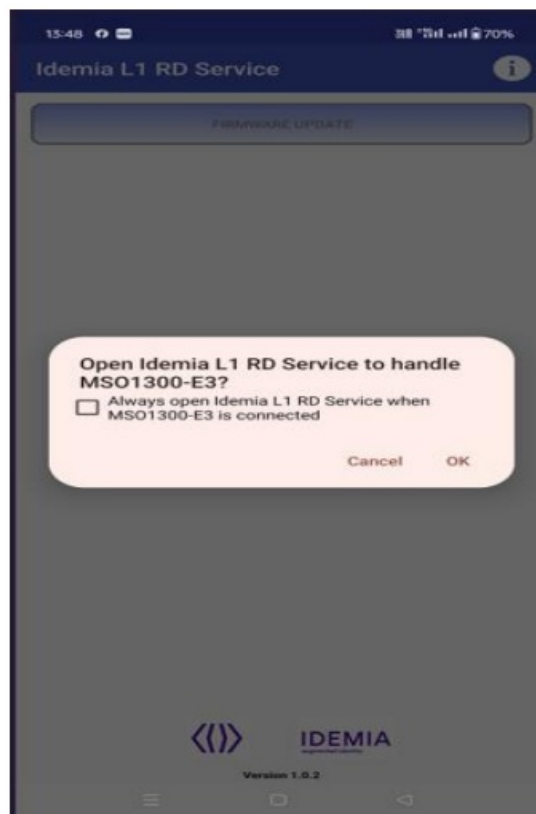
Getting Device Ready to Use

The automatic Registration process will start when a user plugs the L1 Biometric device to mobile phone.

1. Connect L1 Biometric (MSO 1300 E3 RD) device to mobile phone.
2. After the biometric device is connected to a mobile phone, please select Idemia L1 RD Service from the prompt given to the user.
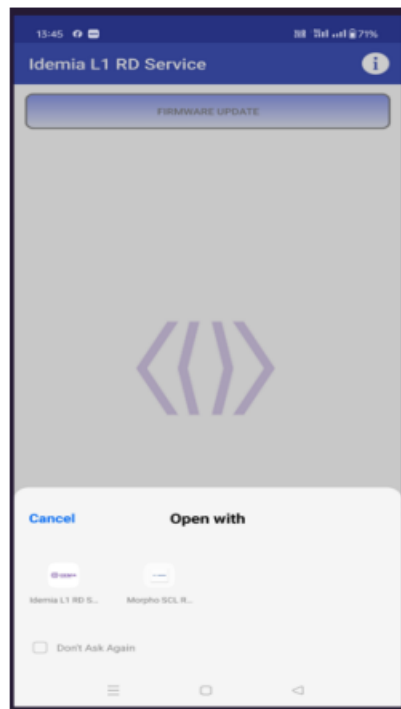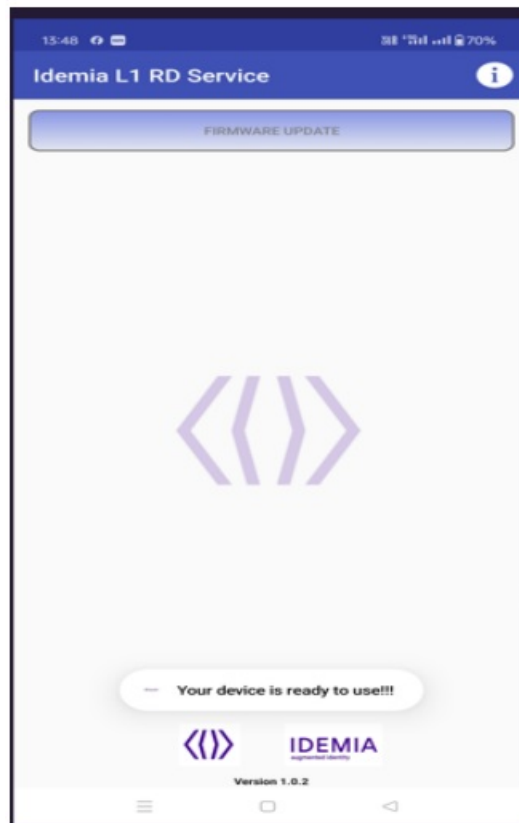
- A prompt will only appear if the L0 RD service is also installed on mobile phones.

3. After appropriate RD service selection, allow the permission to start the process for the device readiness.

- After successful process completion, the below screen will appear once the device is ready to use for biometric capture.

- After successful device readiness, the user can check the device for biometric capture through the client application.
- Please note that the RD service must be integrated with the client application before using the device for biometric capture.

FAQs

What are the components involved in Register Device Solution by IDEMIA?

The solution involves three core components – as listed below RD service – Register Device Service MC – Management Client MS – Management Server This is the heart of RD Service Server Solution. The central web service facilitates registration and deregistration of devices as per UIDAI 2.0 specification.

What does RD service do?

This core service closely deals with hardware and captures the biometrics information from the Biometric Device.

What does MC do?

Acts as an interface between RD service and Management Server.

What does MS do?

This is the heart of RD Service Server Solution. The central web service facilitates registration and deregistration of devices as per UIDAI 2.0 specification.

Which Android Versions are supported for RD?

Android version 7 and above.

Is Internet connectivity required for RD solution to work?

Yes. RD solution needs internet access. The RD Service connects to the Management server over the internet for functions such as device registration, certificate issuance, and status checks. If the RD service cannot communicate with the Management Server it will fail the biometric capture and or authentication.

Does the device need to be whitelisted any mechanism for whitelisting the device involved?

Yes Before the device can communicate with MS, it needs to be whitelisted on MS. i.e. the device's Desktop SN and PN need to be stored in MS database.

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

The Device Provider handles the functionality of registering a biometric device and issuing a device certificate. 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 database – via the AUAASA ecosystem.

Do I need to whitelist any URL?

Yes. Consult your IT team to whitelist the following URL if the request is going through the bank proxy server. prod.rdms.co.in

How can I get biometric device serial number?
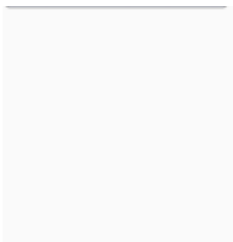
Biometric device serial numbers can be checked by clicking on the button available at the upper right corner of the apk. Please make sure that the biometric device is connected to the mobile phone when trying to get the device details.

Can IDEMIA biometric device be used with type C connector android device?

Yes. Since the IDEMIA biometric device is available in micro-USB and standard USB models the user has to use a micro-USB USB to type-C converter for connecting the biometric device with the Android Device.

Where can I get support for RD service in case of any issues?

In case of any problem using RD Service, please drop an email on "**CBISHelpdesk@idemia.com**" on weekdays between 9:00 AM – 6:00 PM IST (except holidays).

Common Errors

Error 9999: Please try again

- **Possible Causes:** Communication failure with the Management Server

Possible Solutions

- Check the Android device's internet connection.
- Check whether the URL prod.rdms.co.in OR **preprod.rdms.co.in** is whitelisted on a network or not.

Error 9996: Please try again

- **Possible Causes:** Internet connection failed.

Possible Solutions

- Check the Android device's internet connection.

Error 9998: Please try again

- **Possible Causes:** The device is unable to build the request.

Possible Solutions

- Unplug the device and connect the device then try again.

Error 9997: Please try again

- **Possible Causes:** Device not connected or permission missing.

Possible Solutions

- Please check whether biometric device is properly connected to android device and permission has been granted or not.
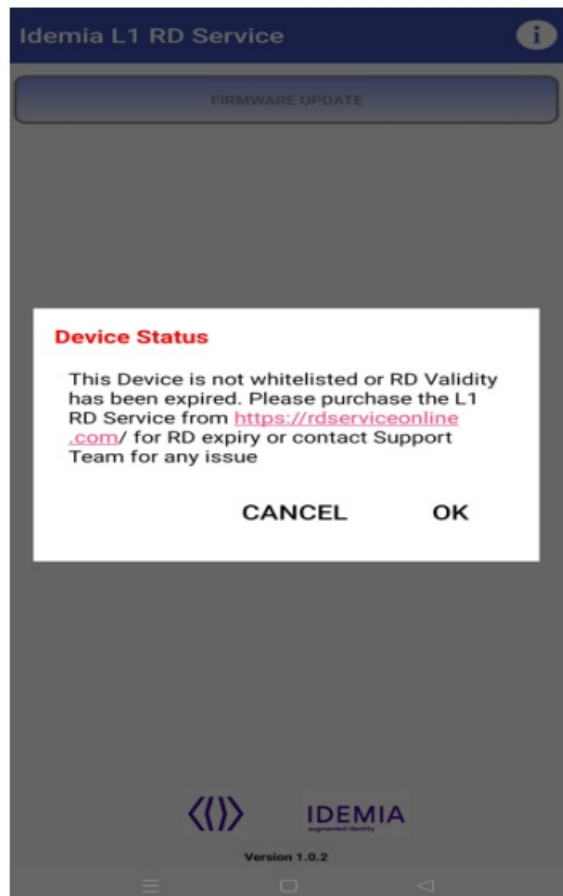
Error 301: UIDAI registration error

- **Possible Causes:** Device Registration Failed at UIDAI.

Possible Solutions

- Contact Helpdesk team at **CBISHelpdesk@idemia.com** or at toll number 0806 936 8000 and share the necessary detail to check.
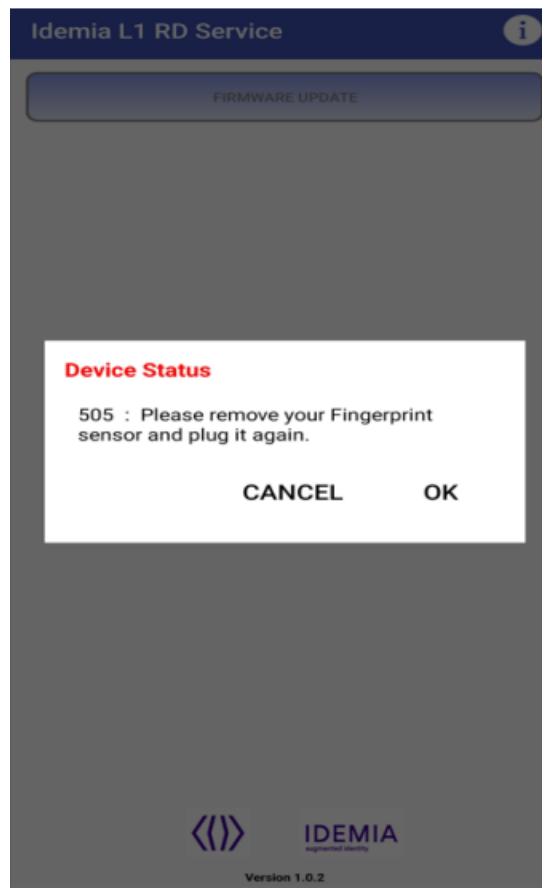
Error 7: Connected Fingerprint device not whitelisted

Possible Causes

- Device is not whitelisted at MS server.

Possible Solutions

- Contact Helpdesk team at **CBISHelpdesk@idemia.com** or at toll number 0806 936 8000 for device whitelisting request.
- Re-connect the biometric device to mobile phone after whitelisting done at Management Server.

Error 505: Device Firmware Version is missing At Management Server
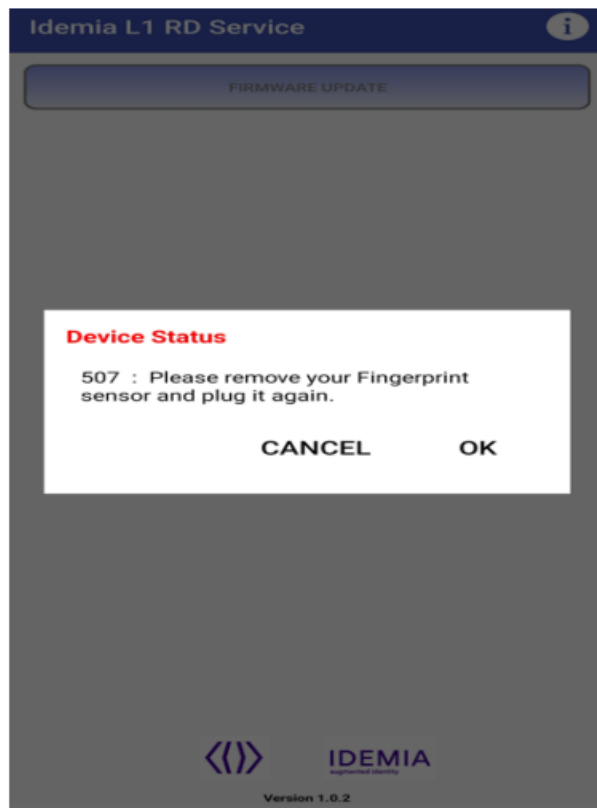
Possible Causes

- Device firmware version is missing at management server.

Possible Solutions

- Contact Helpdesk team at **CBISHelpdesk@idemia.com** or at toll number 0806 936 8000 for firmware availability issue.
- Re-connect the biometric device to mobile phone once firmware is added at Management Server.

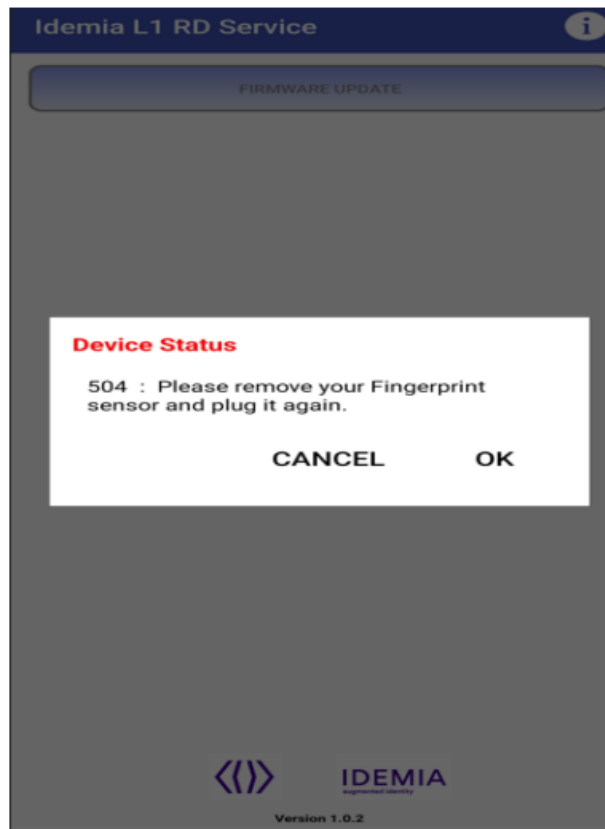**Error 507: Management Client Version is missing At Management Server**

Possible Causes

- Management server version is missing at management server.

Possible Solutions

- Contact Helpdesk team at **CBISHelpdesk@idemia.com** or at toll number 0806 936 8000 for management client availability issue.
- Re-connect the biometric device to mobile phone once management client is added at Management Server.

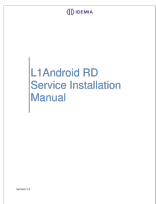**Error 504: RD Service Version is missing At Management Server**

Possible Causes

- RD service version is missing at management server.

Possible Solutions

- Contact Helpdesk team at **CBISHelpdesk@idemia.com** or at toll number 0806 936 8000 for firmware availability issue.
- Re-connect the biometric device to mobile phone once RD is added at Management Server.

Documents / Resources

	IDEMIA L1Android RD Morpho Fingerprint Biometric Sensor [pdf] Installation Guide L1Android RD Morpho Fingerprint Biometric Sensor, Morpho Fingerprint Biometric Sensor, Fingerprint Biometric Sensor, Biometric Sensor, Sensor

References

- **User Manual**