

Fingerprint Reader Issues or External Exception

Summary:

An incorrect driver will cause problems between the software and hardware.

Problem / Goal:

The incorrect driver will need to be removed and correct driver installed.

Solution:

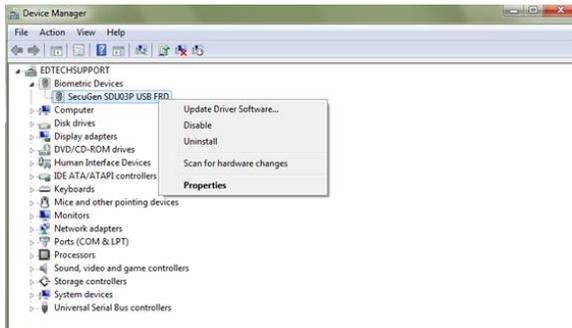
Navigate to your Windows **Control Panel** and click **Device Manager**, double click **Biometric Devices** and right click the **Secugen** device entry. Select **Uninstall**.

Knowledgebase ID:

Published: 15-April-14
Updated: 8-Dec-14
Product: Gradience TimeClock Professional/Enterprise

Product Version(s): 11

Categories:



Check **“Delete the driver software for this device”** and press **OK**. Reboot your computer.



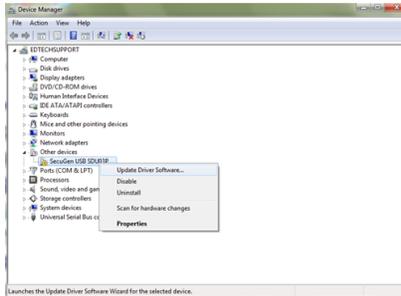
Open your web browser and go to the following webpage: <http://www.secugen.com/download/drivers.htm>

Download **Driver v7.1** – if using Windows XP choose the 2.0MB file. If using Windows 7, go to your C:\ drive local disk. If you have a Program Files (x86) folder then choose the 3.5MB file. If you do not have that (x86) folder choose the 2.0MB file.

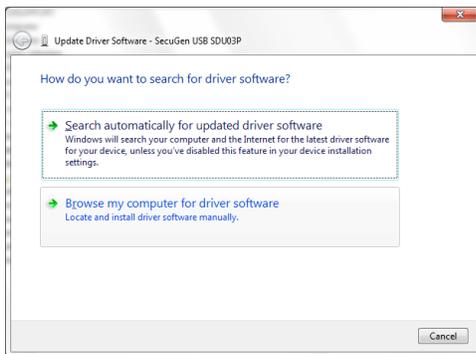
After the download completes, double click the zip file and drag the folder to your desktop. Restart your computer.

Continued below...

Navigate to your Windows **Control Panel** and click **Device Manager**. Double click Other devices, highlight the **Secugen USB** device, right click it and choose “**Update Driver Software**”.



Select “**Browse my computer for driver software**”.



Click the **Browse** button and browse to the folder you moved to your desktop earlier. Afterwards click **OK**.

