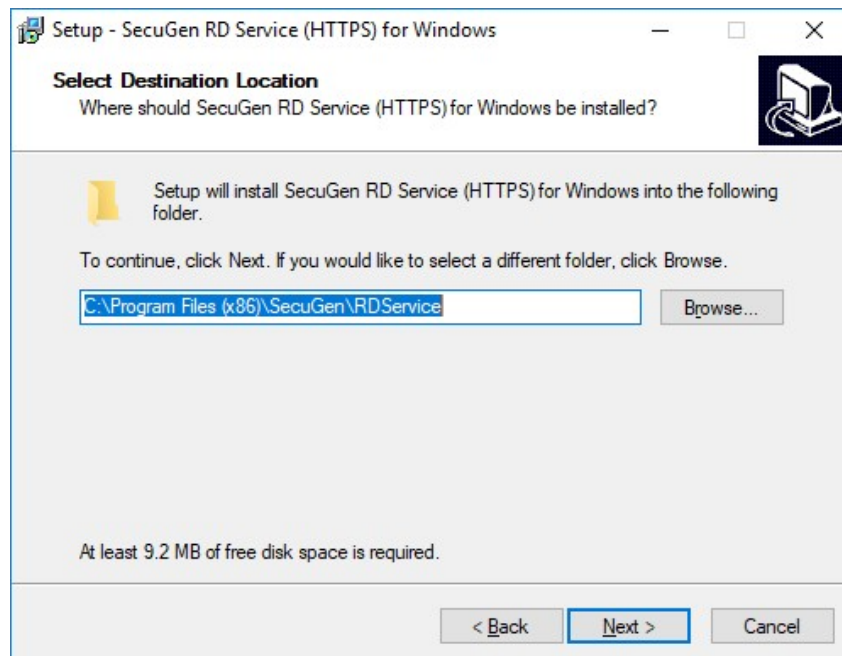


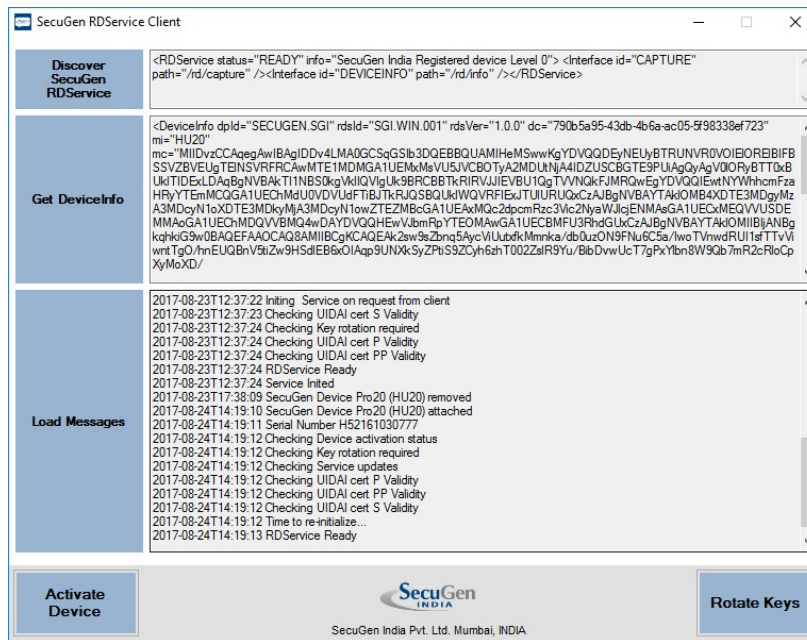
## ❖ INSTALLATION OF RD SERVICE

- Extract the **sgird\_s10026.zip** from Downloaded zip.(Downloaded from Google Drive)
- After Extract install the setup By **“Run as Administrator”**  
Always Select the Destination Location as Below:
- ❖ If {64 Bit OS}→ C:\ Program Files(X86)\SecuGen\RDService  
OR
- ❖ If {32 Bit OS}→ C:\ Program Files\SecuGen\RDService



- Now go to Below path
- ❖ If {64 Bit OS}→ C:\ Program Files(X86)\SecuGen\RDService  
OR
- ❖ If {32 Bit OS}→ C:\ Program Files\SecuGen\RDService

➤ Now run the sgirdclient.exe



(It requires .Net v4 ) to check the RD service status

Or

- You can check form logs in the same folder \*.log file
- If {64 Bit OS} → C:\ Program Files(X86)\SecuGen\RDService
- OR
- If {32 Bit OS} → C:\ Program Files\SecuGen\RDService

- ✓ If RD Service status is **READY** then It is Working.
- ✓ If RD Service status is **NOT Ready** please check with support Team.

❖ Please also go through below docs.

Reference

[http://www.secugenindia.com/rdservice/downloads/SecuGen\\_RD\\_HLA.pdf](http://www.secugenindia.com/rdservice/downloads/SecuGen_RD_HLA.pdf)

[http://www.secugenindia.com/rdservice/downloads/SecuGen\\_RD\\_Network.pdf](http://www.secugenindia.com/rdservice/downloads/SecuGen_RD_Network.pdf)

[http://www.secugenindia.com/rdservice/downloads/SecuGen\\_RD\\_FAQ.pdf](http://www.secugenindia.com/rdservice/downloads/SecuGen_RD_FAQ.pdf)

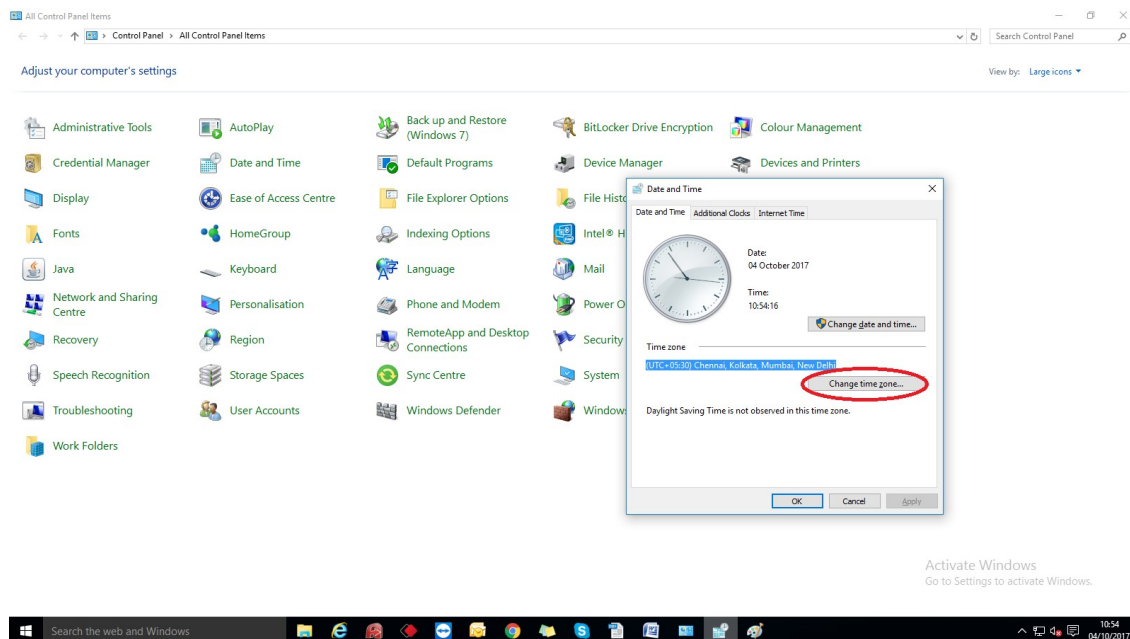
## ❖ SOME ERRORS :

- If you are facing the error “TimeStamp (ts) value is expired”

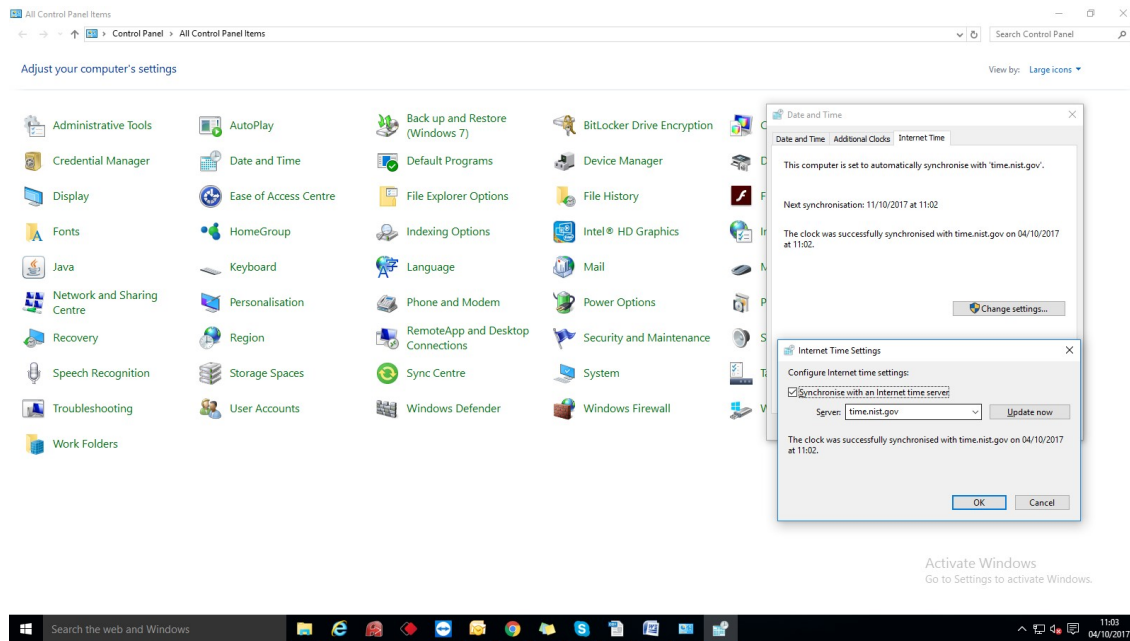
➤ Go to Control panel → Date & Time

➤ In Time Zone the Location should be **(UTC+05:30) Chennai, Kolkata, Mumbai, New Delhi**

If not you have to change it from change Time Zone Option



➤ Go to Internet Time Click on Change Settings In Server Select “time.nist.gov” Click on Update Now



➤ After Successfully Time Synchronised

➤ Restart Secugen RD Service In “Services.msc”