# BCR200DTP
# Windows XP/Vista/7
# 32-bit & 64-bit
# Driver Installation Guide

PRADOTEC
Innovation for Tomorrow

## BCR200DTP DRIVER INSTALLATION GUIDE
# User Manual

**Document ID : UML**
**Revision : 1.1**

# Revision History

| Revision | Date | Comment |
|---|---|---|
| 1.0 | 3/09/2009 | First Issue |
| 1.1 | 28/10/2010 | Add in driver installation guide for windows 64-bit system |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

# Disclaimer

The information contained in this document is subject to changes without notice.

This document contains the proprietary information that is protected by copyright. All rights are reserved.

Microsoft ®, MS ®, MS-DOS ® and Windows ® are U.S. registered trademarks of Microsoft Corporation.

Pentium ® is a U.S. registered trademark of Intel Corporation.

# Table of Contents


**1 INTRODUCTION ..... 5**

**2 BCR200DTP PCSC USB DRIVER INSTALLATION GUIDE ..... 5**

2.1 MICROSOFT WINDOWS7 ..... 5
*2.1.1 Install 32-BIT Driver ..... 5*
*2.1.2 Install 64-BIT Driver ..... 5*
*2.1.3 Uninstall ..... 6*
2.2 MICROSOFT WINDOWS VISTA ..... 7
*2.2.1 Install 32-BIT Driver ..... 7*
*2.2.2 Install 64-BIT Driver ..... 7*
*2.2.3 Uninstall ..... 7*
2.3 MICROSOFT WINDOWS XP ..... 8
*2.3.1 Install 32-BIT Driver ..... 8*
*2.3.2 Install 64-BIT Driver ..... 8*
*2.3.3 Uninstall ..... 8*

**3 INSTALLING THE DEVICE ..... 9**

**4 TROUBLESHOOTING ..... 10**

4.1 MORPHOSMART™ USB DRIVER ..... 10
*4.1.1 Problem installing the driver ..... 10*
*4.1.2 Problem uninstalling the driver ..... 10*
*4.1.3 IBM Think pad R51/X40 and PcLoginPro issue ..... 11*
*4.1.4 Integration problem with a service starting before the MorphoSmart USB service provider ..... 11*
*4.1.5 The maximum number of MSOs connected simultaneously on a PC is 10 ..... 12*
*4.1.6 The maximum number of different MSOs on one single PC is 99 ..... 12*

# 1 Introduction

This document describes the install/uninstall procedures for the BCR200DTP for Windows XP, Windows Vista and Windows 7 Operating Systems.

# 2 BCR200DTP PCSC USB Driver Installation Guide

## 2.1 Microsoft Windows7

Do ***not*** connect the BCR200DTP until Driver Installation has completed.
Ensure that ***Administrative Rights*** privileges are granted.

### 2.1.1 Install 32-BIT Driver

1. Insert the Product CD into the CD-ROM Drive and allow the Driver Installer to start automatically. Otherwise, run the installer at ***<CD DRIVE>:\x86\Install.exe***.

2. Follow the instructions on screen. Select ***"Install this Driver Software Anyway"*** when unsigned Windows Logo driver is reported (This will appear multiple times).

3. Should there be any incompatible system settings during the installation, select **"Reinstall using recommended settings"**. Microsoft Windows 7 will automatically rectify this.

4. BCR200DTP PCSC USB Driver has been installed. Proceed with Morphosmart™ USB Driver installation.

### 2.1.2 Install 64-BIT Driver

1. Restart the Windows 7 64-bit system to disable the Driver signing Enforcement in Windows 7.

2. During system reboot, press F8 button before the Windows Logo appear.

3. A menu will show up and scroll down to the option "**Disable Driver Signature Enforcement",** press <Enter> to select this option.

4. After selection, Windows 7 OS will boot as normal.

5. This has to be performing every time the system reboots.

6. Insert the Product CD into the CD-ROM Drive and allow the Driver Installer to start automatically. Otherwise, run the installer at ***<CD DRIVE>:\x64\Install.exe***.

7. Follow the instructions on screen. Select ***"Install this Driver Software Anyway"*** when unsigned Windows Logo driver is reported (This will appear multiple times).

8. Should there be any incompatible system settings during the installation, select **"Reinstall using recommended settings"**. Microsoft Windows 7 will automatically rectify this.

9. BCR200DTP PCSC USB Driver has been installed. Proceed with Morphosmart™ USB Driver installation.

### 2.1.3 Uninstall

1. Unplug the BCR200DTP Device from the computer.

2. Run ***C:\Program Files\PCSB\BCR200DTP\Uninstall.exe***

## 2.2 Microsoft Windows VISTA

Do ***not*** connect the BCR200DTP until Driver Installation has completed.
Ensure that ***Administrative Rights*** privileges are granted.

### 2.2.1 Install 32-BIT Driver

1. Insert the Product CD into the CD-ROM Drive and allow the Driver Installer to start automatically. Otherwise, run the installer at ***<CD DRIVE>:\x86\Install.exe***.

2. Follow the instructions on screen. Select ***"Install this Driver Software Anyway"*** when unsigned Windows Logo driver is reported (This will appear multiple times).

3. Should there be any incompatible system settings during the installation, select **"Reinstall using recommended settings"**. Microsoft Windows Vista will automatically rectify this.

4. BCR200DTP PCSC USB Driver has been installed. Proceed with Morphosmart™ USB Driver installation.

### 2.2.2 Install 64-BIT Driver

1. Restart the Windows Vista 64-bit system to disable the Driver signing Enforcement in Windows Vista.

2. During system reboot, press F8 button before the Windows Logo appear.

3. A menu will show up and scroll down to the option "**Disable Driver Signature Enforcement",** press <Enter> to select this option.

4. After selection, Windows Vista OS will boot as normal.

5. This has to be performing every time the system reboots.

6. Insert the Product CD into the CD-ROM Drive and allow the Driver Installer to start automatically. Otherwise, run the installer at ***<CD DRIVE>:\x64\Install.exe***.

7. Follow the instructions on screen. Select ***"Install this Driver Software Anyway"*** when unsigned Windows Logo driver is reported (This will appear multiple times).

8. Should there be any incompatible system settings during the installation, select **"Reinstall using recommended settings"**. Microsoft Windows Vista will automatically rectify this.

9. BCR200DTP PCSC USB Driver has been installed. Proceed with Morphosmart™ USB Driver installation.

### 2.2.3 Uninstall

1. Unplug the BCR200DTP Device from the computer.

2. Run ***C:\Program Files\PCSB\BCR200DTP\Uninstall.exe***

## 2.3 Microsoft Windows XP

Do ***not*** connect the BCR200DTP until Driver Installation has completed.
Ensure that ***Administrative Rights*** privileges are granted.

### 2.3.1 Install 32-BIT Driver

1. Insert the Product CD into the CD-ROM Drive and allow the Driver Installer to start automatically. Otherwise, run the installer at ***<CD DRIVE>:\x86\Install.exe*.**

2. Follow the instructions on screen. Select ***"Continue Anyway"*** when unsigned Windows Logo driver is reported. (This will appear multiple times).

3. BCR200DTP PCSC USB Driver has been installed. Proceed with Morphosmart™ USB Driver installation.

### 2.3.2 Install 64-BIT Driver

1. Insert the Product CD into the CD-ROM Drive and allow the Driver Installer to start automatically. Otherwise, run the installer at ***<CD DRIVE>:\x64\Install.exe*.**

2. Follow the instructions on screen. Select ***"Continue Anyway"*** when unsigned Windows Logo driver is reported. (This will appear multiple times).

3. BCR200DTP PCSC USB Driver has been installed. Proceed with Morphosmart™ USB Driver installation.

### 2.3.3 Uninstall

1. Unplug the BCR200DTP Device from the computer.

2. Run ***C:\Program Files\PCSB\BCR200DTP\Uninstall.exe***

# 3 Installing the Device

1. Connect the BCR200DTP to a PC USB Port.

2. **Windows 7/Vista/XP:** Follow the pop up instructions on screen. Select ***"Install the software automatically"*** when asked. Select ***"Continue Anyway"*** or ***"Yes"*** when unsigned Windows Logo driver or **"Digital Signature Not Found"** is reported. (This will appear multiple times until device is ready).

   **Windows 7/Vista:** Allow the device to install itself automatically.

# 4 Troubleshooting

## 4.1 Morphosmart™ USB Driver

### 4.1.1 Problem installing the driver

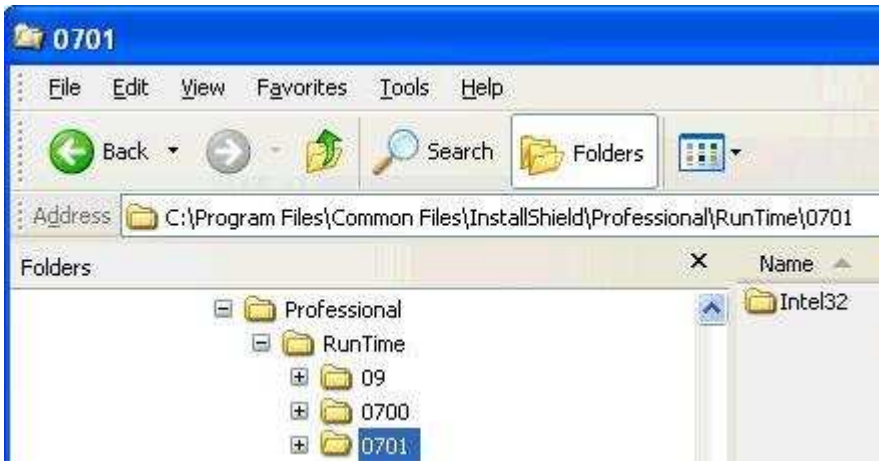
***Seen on version***
Likely to happen until version 2.3.6.19 of the driver

***Symptom***
During the installation process, a window showing:

Error number : 0x8002802B
Description : Element Not Found

***Solution***
The title of the message can also be "Unhandled Exception". More Information This issue might occur when there is a clash with the InstallShield engines.

1. Make sure you have full administrative privileges on your computer. This only applies to Windows NT 4.0, 2000, and XP computers; Windows 95, 98, and ME do not require this. For more information, see Acquire Administrative Privileges on Your Computer
2. Delete an InstallShield directory:
   Launch Windows Explorer by pressing Windows Key + E on your keyboard or select Start > Run and type explorer.
   Browse to C: Files




3. Right-click the highlighted engine directory and select Delete.

### 4.1.2 Problem uninstalling the driver

***Seen on version***
Seen on version 2.2.7.13, but might happen on other versions

***Symptom***
A window showing:

At least one application uses a SAGEM MorphoSmart device.

Please close all application which use a SAGEM MorphoSmart device before continuing and click on OK Click on Cancel to abort.

is displayed, but no application is using the device.

***Solution***

1. Open a command line console, and type in the 2 following lines :

   set devmgr_show_nonpresent_devices=1
   devmgmt.msc

2. Enable displaying the hidden devices in the Display menu.
3. Look for 'MorphoSmart' devices in the 'Sagem Biometric Device' category
   Note: devices not connected to the system appear as greyed items, if a problem occurred, items will be marked with either a red cross or yellow exclamation mark.
4. Select each device that show a problem, and uninstall it
5. Continue the driver uninstall process, that will then execute correctly the device panel appears.

### 4.1.3 IBM Think pad R51/X40 and PcLoginPro issue

***Seen on version***
Not linked to a particular version

***Symptom***
On an IBM Think pad R51/X40 laptop running PcLoginPro software, the device takes a very long time enumerating, resulting in a freeze during approximately 30s at boot.

***Solution***
This issue is link to the application simulating a wheel mouse with the central pad and the trackpoint. This application is "IBM Think Pad UltraNav Driver" the executable is SYNTPENH.EXE. It is running as an application and uses system Dlls conflicting with the kernel and blocking Plug and Play (PnP) messages for ~30s.

For the moment there is no other possibility than simply uninstalling this application to restore a correct behaviour.

### 4.1.4 Integration problem with a service starting before the MorphoSmart USB service provider

***Seen on version***
Not linked to a particular version

***Symptom***
In case an integrator tries to implement calls to the SDK within a Windows Service, at system start, there is a runtime Error calling the Function OpenUsbDevice (pure virtual function call). After restarting the service, everything is working very well.

***Solution***
We have a service handling the USB connections to the MSOs connected, and the integrator service might start before ours. To fix this, add the 'DependOnService' key into the registry settings of your service. Our service name is labelled 'MSO_SpUsb_Service'

### 4.1.5 The maximum number of MSOs connected simultaneously on a PC is 10

***Seen on version***
Before version 2.41.x.x

***Symptom***
The 11th MSO is not recognized

***Solution***
Upgrade the driver

### 4.1.6 The maximum number of different MSOs on one single PC is 99

***Seen on version:***
Not linked to a particular version

***Symptom:***
If 99 different MSO devices are connected to the same PC, the 100th is not enumerated.

***Solution:***
Two solutions are available:

1. Write the following keys in registry :

```
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\UsbFlags]
    "IgnoreHWSerNum079B0023"=hex:01
    "IgnoreHWSerNum079B0024"=hex:01
    "IgnoreHWSerNum079B0026"=hex:01
    "IgnoreHWSerNum079B0047"=hex:01
    "IgnoreHWSerNum079B0052"=hex:01
```

2. Launch an installation of the USB driver, and perform a 'Repair' operation. This results in removing the installed devices.