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Support: 800.883.8822

RevealID Application & ID-150 Scanner System Manual



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Version Control Table

Version	Date	Author	Version Description
2018.1.0	April 16, 2018	David Roman-Rodriguez	Initial release
2018.1.1	May 14, 2018	David Roman-Rodriguez	Added: minimum system requirements for installation, how to insert document into scanner, manually activating a license key, activating a license using a local license server, moving software to another device, common license activation errors. Updated: software download link
2018.1.2	August 21, 2018	David Roman-Rodriguez	Added: troubleshooting examples 6.8 to 6.17, and 7.5. Updated: section 7.4.



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1 - Introduction

Welcome to the FraudFighter family! We are excited to have you onboard. This system guide will be your source of information for all software and hardware related topics. Your new identity document (ID) authentication system will aid in minimizing the risk of ID document fraud and all of its negative business impacts. Let's start with a quick introduction to the AssureID software and how it works.

The AssureID document authentication software utilizes machine-enabled forensic examination processes to verify authenticity of identity documents. Techniques that previously required a document expert, whose skills and knowledge were developed over decades of practice, have been automated and built around a comprehensive library of global document templates.

The various scanners from different manufacturers that are integrated for use with the AssureID document library each share at least some common attributes. First and foremost is the ability to capture high-resolution images of the ID document, both front and back, typically under more than one wavelength of light (e.g. visible white light, Infra-Red light and/or Ultraviolet light).

Depending on document type and scanner chosen, data may be captured from the document that is stored in various digital formats. This might include Radio Frequency Identification chips (RFID), magnetic stripe, B900 security printing, barcodes and digital watermarks. Also, the software is equipped with an Optical Character Recognition (OCR) engine capable of recognizing the printed information on the document. There is also software available for translating non-English character printing to English.

With the images and the data captured from the document, the AssureID software is then able to conduct dozens of tests to ensure that (1) the design and document printing techniques meet the specifications of the issuing jurisdiction, (2) the visible and non-visible security features are present, as expected, (3) the digital data is formatted properly, and (4) the data from all different sources (barcode, OCR, RFID chips, etc.) matches and crosschecks properly. Depending on the identity document being examined, as many as three dozen or more tests may be conducted on any given ID verification.

2 - Software Download & Installation

Please refer to our [software installation guide](#) for step-by-step instructions on how to download and install the i-Dentify drivers, AssureID software, and AssureID document library files.

Please note the computer device needs to meet the following minimum system requirements:

- 2GHz Intel® Pentium® 4 CPU minimum (Intel® Core™ 2 Duo recommended)
- 2 GB RAM minimum (4 GB recommended)
- 10GB available hard disk space minimum (20GB recommended)
- USB 2.0 port

- Supported Windows operating systems:

Operating system version	Type	Release
Microsoft Windows 10	64-bit	
Microsoft Windows 8.1	32- and 64-bit	
Microsoft Windows 8	32- and 64-bit	
Microsoft Windows 7	32- and 64-bit	
Microsoft Vista	32- and 64-bit	Service Pack 2 or later
Microsoft Windows XP	32-bit	Service Pack 3 or later
Microsoft Windows XP	64-bit	Service Pack 2 or later

3 - i-Dentify ID-150 Scanner Info & Installation

3.1 - Features

The ID-150 Desktop Document Scanner has the following features:

- High resolution (600 dpi) double-sided color card scanner
- High-speed scan and transfer of images within 5 seconds
- Plug-and-play connectivity with high speed USB 2.0 interface
- Patented card transport mechanism for jitter-free image and reliable scanning
- Compact and user-friendly design
- Clamshell type cover mechanism for easy maintenance
- 870 nm IR image for front side of ID card authentication (ID-150 only)
- Scanning modes:
 - 24-bit color, black and white, and grayscale for visible images
 - Black and white, and grayscale for 870nm near-infrared image (ID-150 only)
- One-pass magnetic stripe reader for ISO 7811 and AAMVA specification (ID-150 only)



Figure 1 - ID-150 device



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3.2 - Specifications

The hardware specifications for the ID-100 and ID-150 Document Scanners are listed below:

Specification	ID-150
ID Card Size	
Width	53.5 – 54.9mm (ISO specification 53.92 - 54.18)
Length	85 – 86mm (ISO specification 85.47 - 85.90)
Thickness	0.4 – 1.0mm (ISO specification 0.68 - 0.84)
Scanner	
Scanning Side	Duplex
Illumination	Front: RGB (470/530/620nm) Rear: RGB (465/520/630nm) Near-Infrared (880nm)
Sensor	Front: Color CIS Rear: Color CIS
Scan Width	54mm
Resolution	300/600 dots per inch (DPI)
Color	8-bit grayscale; 1 bit B/W; 24-bit RGB color
Scan Speed	42mm/sec @ 600dpi; 84mm/sec @ 300dpi
Magnetic Stripe Reader	
Tracks	ISO7811 3 Track, US/Canada AAMVA Driver License
Interface	
Type	USB 2.0 High Speed (480Mbps)
Physical Dimensions	
Size	118W x 169D x 71H (mm)
Weight	750g
Power	
Input	DC12V, 1.0A
Active Current	900Ma
Idle Current	300Ma
Environment	
Operating	0 - 50 °C; 10 - 90% RH, non-condensing
Storage	-20 - 70 °C; 5 - 95% RH, non-condensing
Reliability	
MTBF*	26,280 hours
MCBF**	1,095,000 cycles (scans)
Compliance	
Radio Frequency Interference	This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: - This device may not cause harmful interference, and - This device must accept any interference received, including interference that may cause undesired operation.
RoHS Compliant	Yes
Certifications	CUL , CE, C-Tick

* Mean Time Between Failure

** Mean Cycles Between Failure

3.3 - Rear Panel

The rear panel of the document scanner is shown below (ID-100 is shown):

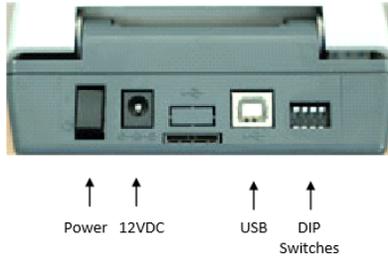


Figure 2 - ID-150 rear panel

The table below describes the purposes of the DIP switches. DIP switches should not be changed from the default position except for cleaning (#3) or if instructed by FraudFighter Support personnel.

DIP Switch #	Default	Purpose
1	Off (Up)	Reserved
2	Off (Up)	Reserved
3	Off (Up)	Enable feed roller spin motion for cleaning when On (Down)
4	Off (Up)	Upgrade firmware when On (Down)

Figure 3 - Dip switch function and state

3.4 - Status Indicators

The ID-150 document scanner has two LED status indicators on the front left surface. LED1 reports the USB status and scan ready state. LED2 reports the power supply status.

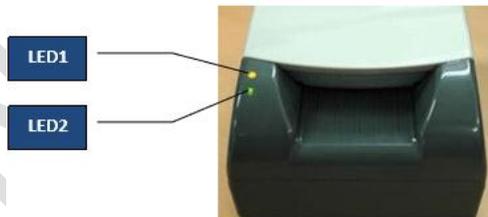


Figure 4 - LED designation

The state of these LEDs will indicate the current status and assist in troubleshooting problems. See the table below for interpreting the state of the indicators:

LED1	LED2	Meaning
Off	Off	Power is off. Check the power cable and switch.
Blinking Red	Green	USB is not connected. Check the USB cable and connectivity.
Red	Green	Device is in an error state. Restart device or reinstall drivers.
Blinking Yellow	Green	Scanning a card.
Stable Yellow	Green	Ready to scan.

Figure 5 - LED status indicators

3.5 - Installation

The ID-150 document scanner package includes the following pieces, see figure “x” for reference:

- ID-150 document scanner unit
- USB cable with ferrite core
- External power supply



Figure 6 - Items included with ID-150 device

Note: DO NOT connect the scanner to the computer until you have downloaded and installed the Identify drivers, AssureID software, and Document Library files.

To install the scanner, follow these steps:

1. Plug the USB cable to the computer (USB 2.0 port) and the back of the scanner
2. Connect the power cable to the scanner and connect to power supply.
3. Turn ON the device by using the switch in the back on the scanner (I=ON; O=OFF)

4 - RevealID Application Guide

4.1 - AssureID Ready for Use

By clicking on the system tray, you can find the AssureID software icon. If the icon shows a red “x,” this means the AssureID service is not active. To start the service, right-click the AssureID icon and select the “Start Service” option, see figure 7.

If the application has been working properly but suddenly it stops working, shutting down the service (“shutdown service”) then restarting the service should be the first step to resolve a non-working application.

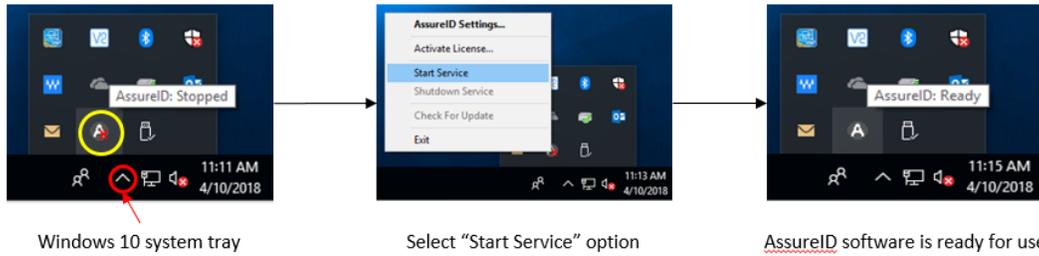


Figure 7 - AssureID status

4.2 - RevealID Basics

Once you open the RevealID application, you'll see the main home screen. If the application is ready for use, you should see the "Insert an ID into scanner" message. It may take a few minutes for the software to recognize and connect to the ID scanner. If you see a "Check an ID" message, wait until the message changes to "Insert an ID into scanner."

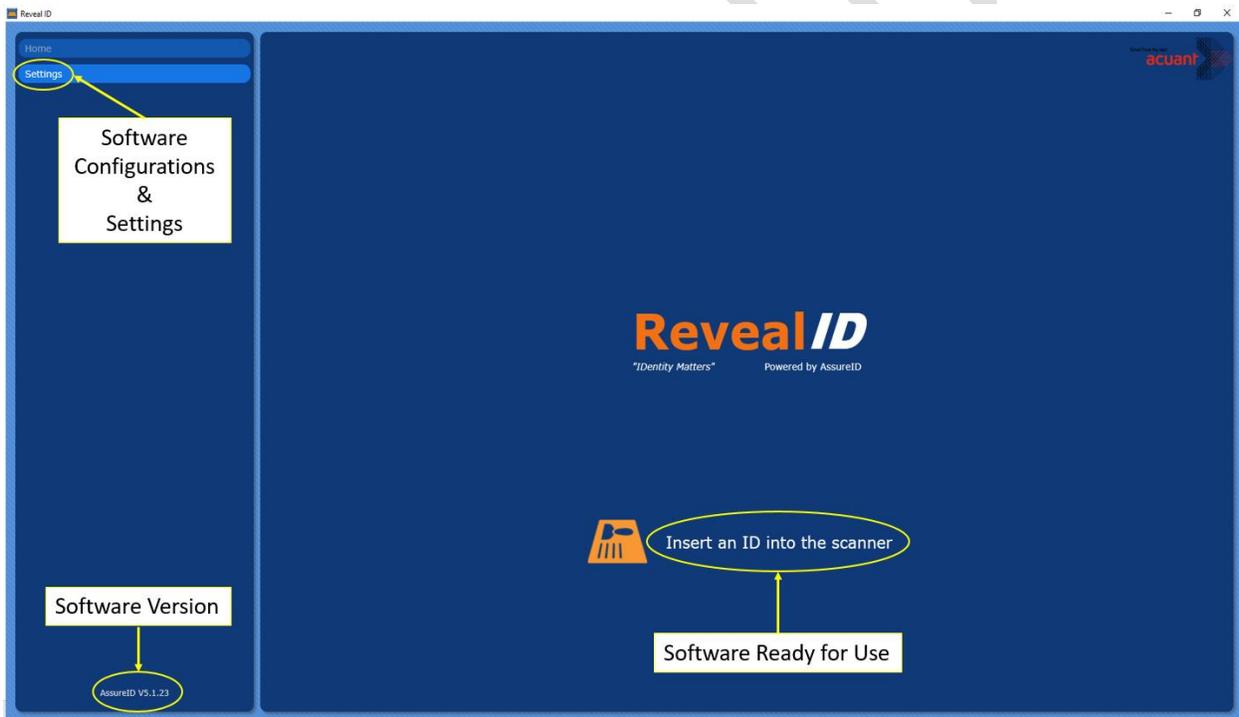


Figure 8 - RevealID Home Screen

If your computer is connected to the internet, you'll get a message letting you know there's an update available. In the lower left-hand corner of the screen, you will see the current software version as well as a message whenever there's a new software release. When this message appears, please contact FraudFighter to get instructions to receive the new software release. Software updates are released approximately once a quarter.

4.3 – Inserting a document into the scanner

Insert the ID1 document with the front of the document facing up and the magnetic stripe to the right (as shown below). This is important because the magnetic stripe reader is situated on the right side of the scanner.



4.4 - Inspection Result Screen

When an ID document is inspected by the application, the results screen will be displayed. The left-hand inspection navigation options offers the user the ability to look more closely at the inspection results (i.e. authentication tests) and to see the images and data captured by the scanner.

In figure 9, the inspection result is an “! Attention – The document has expired” message. There are four possible inspection results:

1. Unknown Document: this result implies one of two things (1) the document is not a part of the library (the document is “untrained”), or (2) the document is of poor quality forgery.
2. Failed: the software recognizes what type of document it is supposed to be, and determined that too many of the security features, patterns and/or data sets are missing or damaged.
3. ! Attention + reason: this result implies that the software has been able to recognize and validate the authenticity of the document, but the document has an issue(s). For instance, it may be expired, the magnetic strip might be damaged, or dirt on the document has obscured some visible features.
4. Passed: the software recognizes the document and was successful in verifying physical security features and data content sufficient to enable a “pass” grade to be rendered.

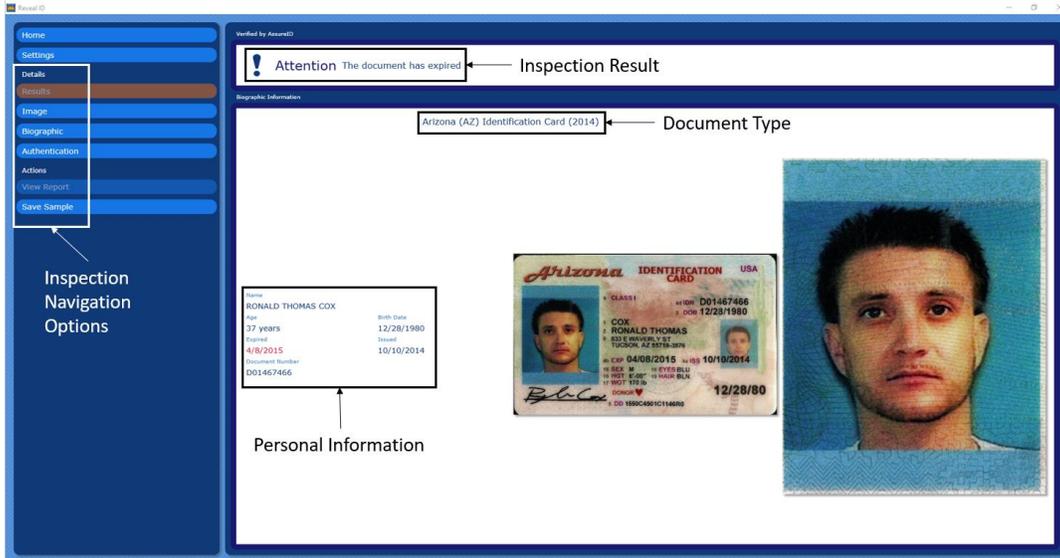


Figure 9 - Inspection Results screen

4.5. - Inspection Navigation Options

4.5.1 - Image

This option will display the high-resolution images captured by the scanner. You'll see both the front and back of the ID document as well as an infrared version of the front of the ID document, see figure 10.

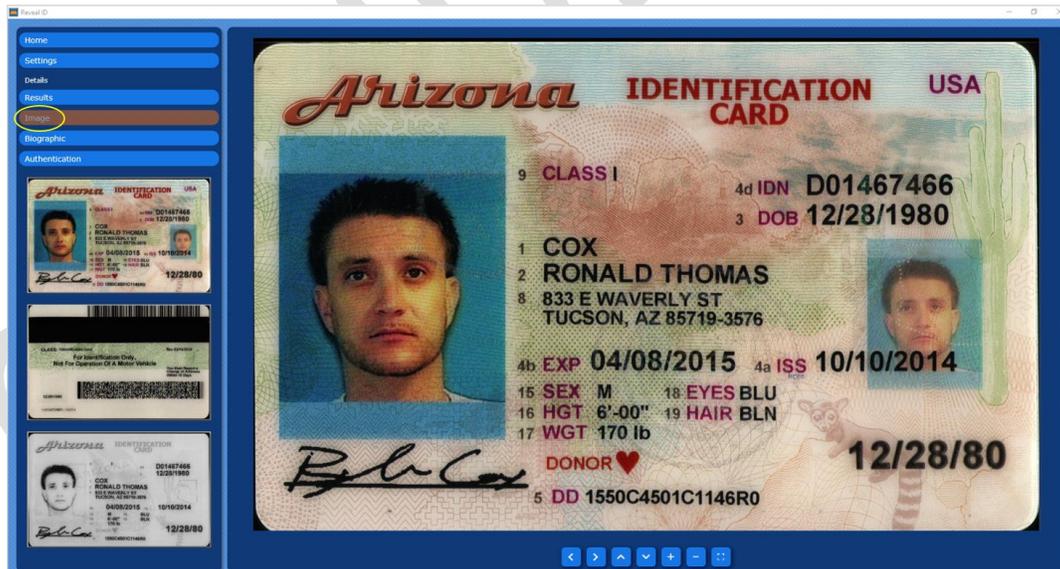


Figure 10 - Image screen

4.5.2 - Biographic

This option will display the various personal data found in the document. It will also display the personal data display on the multiple security mechanisms in the document (e.g. magnetic strip, barcode, etc.).



Figure 11 - Biographic Information screen

4.5.3 - Authentication

This option will display all the different tests performed on the document and their respective result (e.g. birth date crosscheck, 2D barcode read, 2D barcode content, etc.), see figure 12.

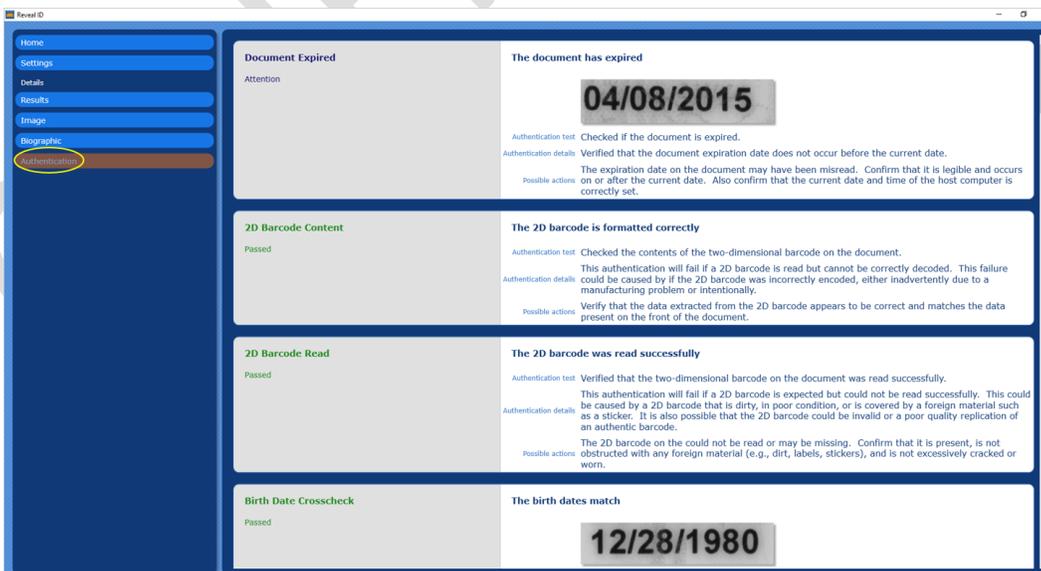


Figure 12 - Authentication Test Results screen

When you are in the “results” page, you’ll see two more options in the inspection navigation menu:

1. **View Report:** this option is only available if “automatic saving of reports” is not enabled (see page 15 for enabling automatic saving of reports). This screen will show you a summary inspection report that includes images and personal data collected by the scanner. The page has a “save report” option as well. Please note that this is the manual way of saving reports. The automatic option will be covered in a later section.

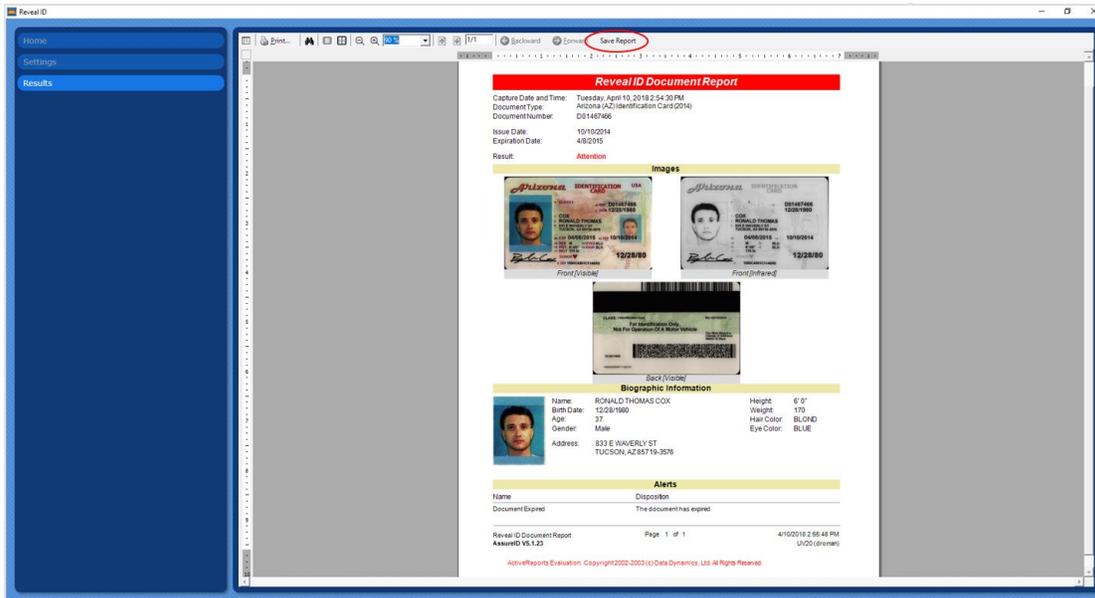


Figure 13 - View Report screen

2. **Save Sample:** this option will save a collection of data and images stored in a proprietary file format (i.e. .sample). A sample file is used for troubleshooting and doing forensic work on software and hardware issues. Using special software the FraudFighter team can review the results of a specific document to determine what may have caused a certain result. For instance, we can see whether the document was misfed or if there was a malfunction with any of the scanner hardware sensors. Customers should only save a sample report when asked to by a FraudFighter team member.

4.6 - Configurations & Settings

There are multiple configurations and settings that can be adjusted by the user. Some of these will affect the way the user interacts with the software, as such, we recommend that you go through these options before you start using the application. An unchecked box means the option is not enabled; and conversely a checked box means the option is enabled. There is no save button so the configuration will activate or deactivate as soon as a box is checked/unchecked. From the home screen, click on “settings” to see the different options.



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4.6.1 - General

See figure 14. This sections covers the following configuration:

- Ability for administrators to restrict whether a non-administrative user can view and change system configurations. This option is enabled by default.
- Allows you to control how long the application will display the inspection result screen (configured in seconds). This option is disabled by default.
- Contactless chip capture and duplex capture should always be enabled. These options are enabled be default.
- Ability to set an automatic prompt for the transaction level user whenever a scan is not successful to try scanning the document again. This option is disabled by default.
- Ability to tell the computer to launch the **RevealID** application on startup or to create a desktop shortcut. Both of these options require administrator level rights to be available. Both options are disabled by default.

4.6.2 - Authentication

See figure 15. This section covers the following configuration:

- Ability to adjust authentication sensitivity. We strongly recommend to keep the sensitivity on the “normal” option. The normal option provides the optimal balance between fraudulent document detection, and genuine document rejection rates.
- Ability to set whether an “attention” inspection result should be considered passed or failed. By default, this option is not enabled. This means that the inspection result will display as “attention” on the results screen. If this feature is enabled, you may want to consider performing specific training of your users regarding the protocol to follow in such instance (e.g. we will accept an ID document that has the magnetic strip damaged).
- Ability to set whether “passed” authentication results are displayed in the authentication details page. See figure 6. This image shows both passed and failed authentication results. This option is disabled by default.

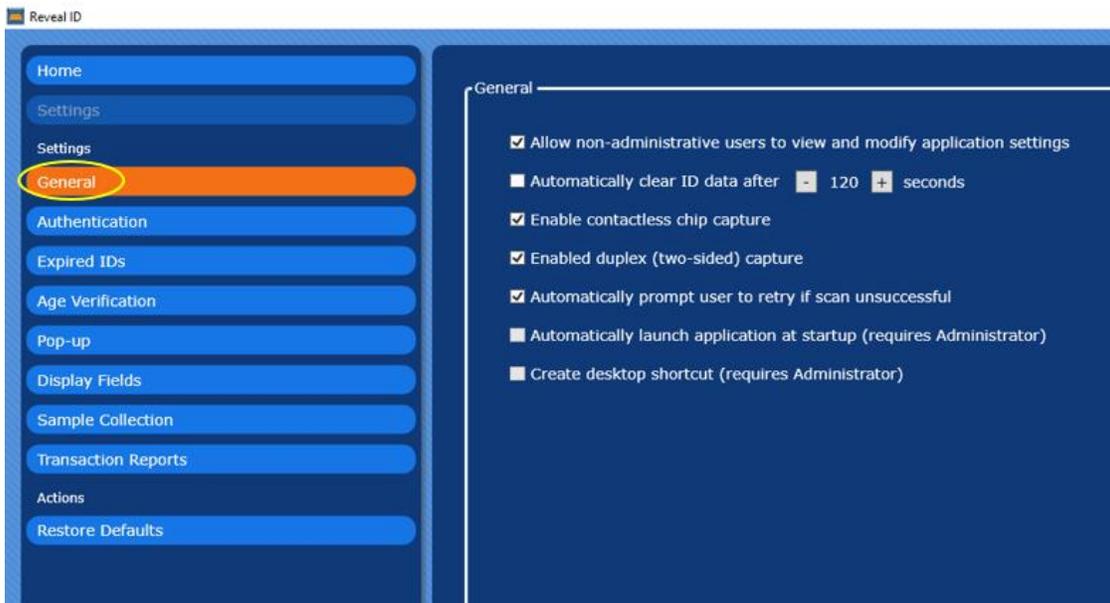


Figure 14 - General Configurations & Settings

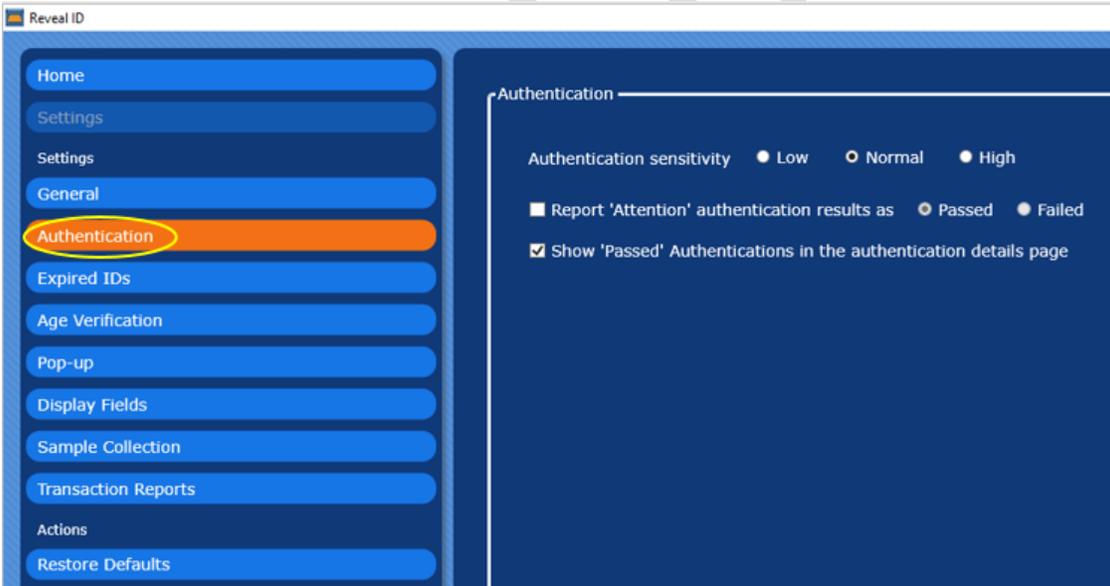


Figure 15 - Authentication Configurations & Settings

4.6.3 - Expired IDs

This option will allow you set whether you want to accept expired ID's or ID's that have expired within "x" numbers of days from expiration date. These options are disabled by default. You'll have the following options:

- The first check box allows you to set whether to accept expired ID's or not. By default, an expired ID will have an "attention" inspection result. If you enable this configuration, you'll have two configuration options:
 1. To always accept expired ID's. This option will give an expired document a "pass" inspection result.
 2. To accept ID's that have expired within "x" number of days from expiration date. To set this configuration, select the option then use the +/- keys to set the desired number of days. This options will give a "failed" inspection result if the document is outside of the set parameter. If the document is within the set parameter, the application will give it a "pass" result.
- Ability to set whether a document that will be expiring within "x" number of days (from expiration date) should be flagged as "attention" or "failed."
 1. To set this configuration, check the box, select the desired number of days from expiration date, then whether to flag it as attention or failed.

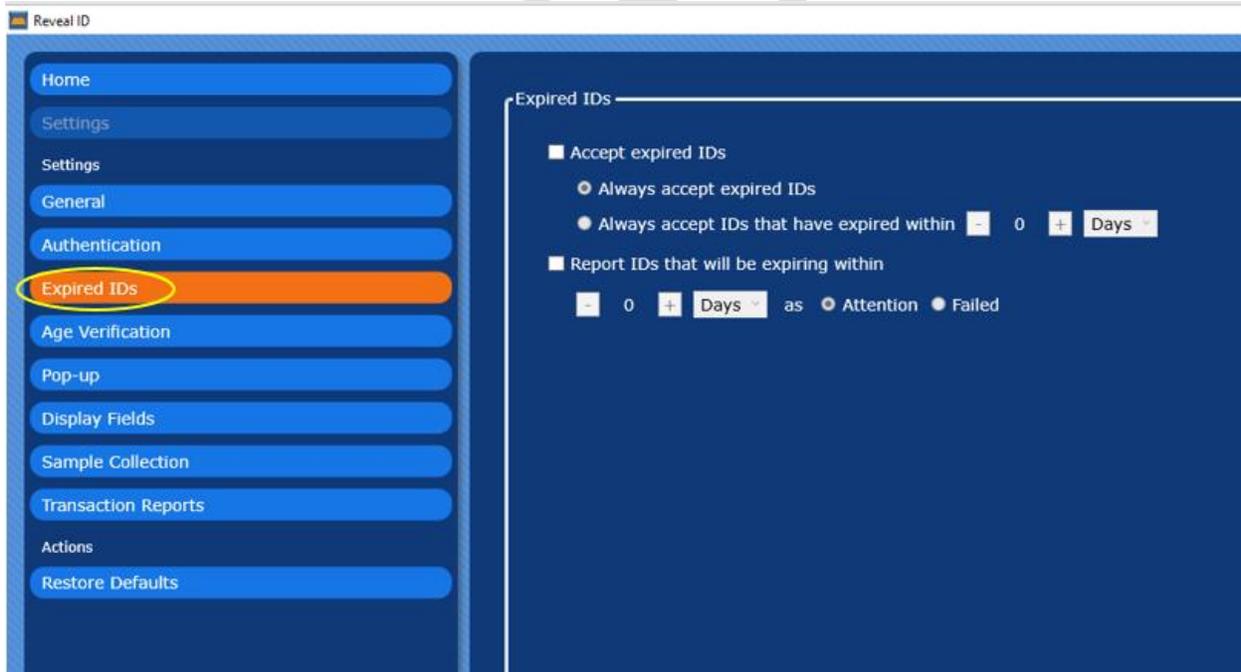


Figure 16 - Expired ID's Configurations & Settings

4.6.4 - Age Verification

This option will allow you to set an age verification test with a minimum age requirement (e.g. 21 years of age to buy alcohol) and whether to set the inspection result as “attention” or “failed.” This option is disabled by default.

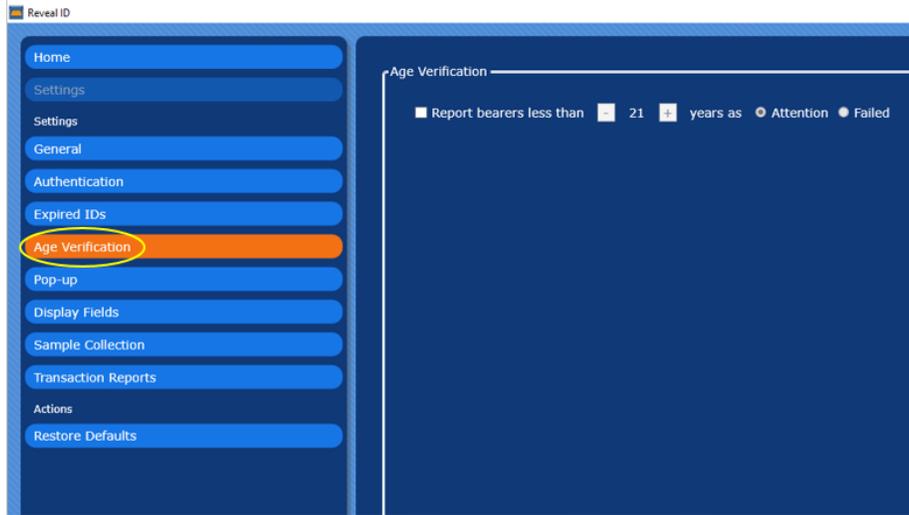


Figure 17 - Age Verification Configurations & Settings

4.6.5 - Pop-Up

When the **RevealID** application is minimized or closed, the application will continue running in the background. When this option is enabled, a pop-up window will open automatically whenever a document is being scanned. There are various settings that can be selected from when, where, how large, and for how long should the pop-up window appear. This option is disabled by default.

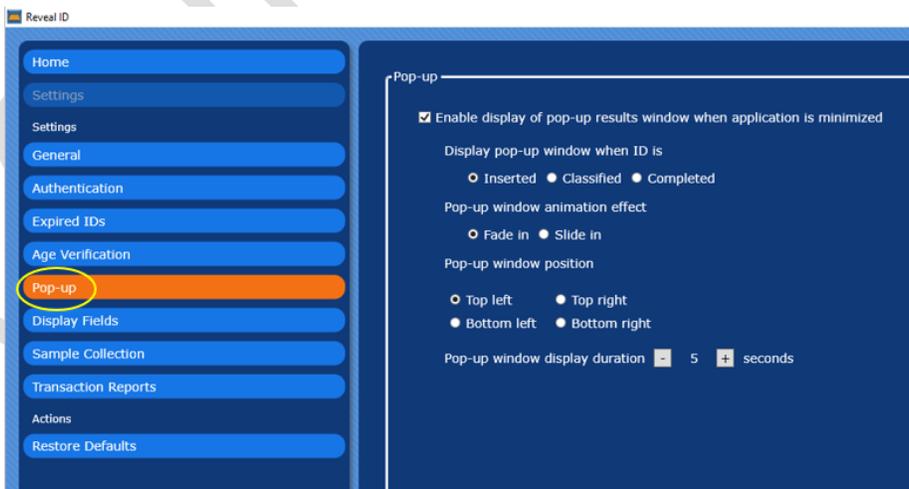


Figure 18 - Pop-up Configuration & Settings

4.6.6 - Display Fields

This page will allow you to select which personal data fields you want to see in the inspection results page (see figure 9 under “personal information”). The application can display up to five fields when authenticating a document. By default, the application will display the following fields: full name, age and birth date, expiration and issue dates, sex, and address.



Figure 19 - Display Fields Configurations & Settings

4.6.7 - Sample Collection

As a reminder, a sample report will save a collection of data and images in a proprietary file format (see page 5 more details on sample reports). By default, the application will allow you to manually save a sample report. This page allows you to change the configuration so that sample reports are automatically collected. FraudFighter does not recommend that you automatically collect sample reports unless you are instructed to do so by one of our Customer Support team members.

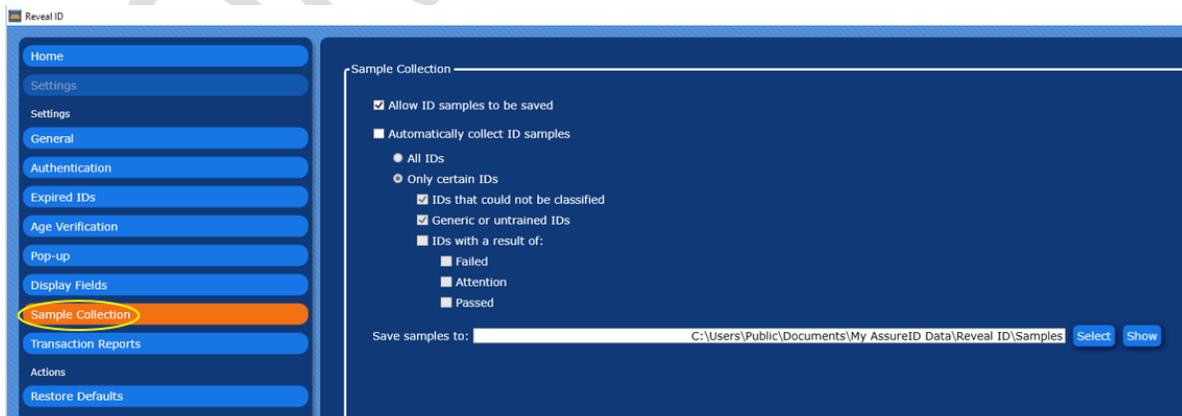


Figure 20 - Sample Collection Configurations & Settings

4.6.8 - Transaction Reports

A transaction report is a PDF document that contains images of the ID document and the results of the authentication test. The transaction report is the method our clients can use to maintain a record of the authentication test conducted on the ID document. The transaction report format is fixed (i.e. it cannot be modified or changed). When saving a document, the application has its own proprietary “file name” nomenclature that cannot be edited; however, the PDF file can be renamed once saved. This page contains the following configuration options:

- Ability to allow users to manually view and save a report (see page 9 for more details). This option is enabled by default.
- Ability to automatically save transaction reports. If this option is enabled, you can configure the application to save transaction reports under certain circumstances (e.g. all ID’s, failed ID’s, etc.). This option is disabled by default.
- Ability to choose the folder location for transaction reports. When installing the AssureID software, the system generates a folder location by default. To change the folder location click the “select” button then use the “browse for folder” window to locate the desired folder.
 - If you forget the folder location, you can click the “show” button and the application will direct you to the folder location.

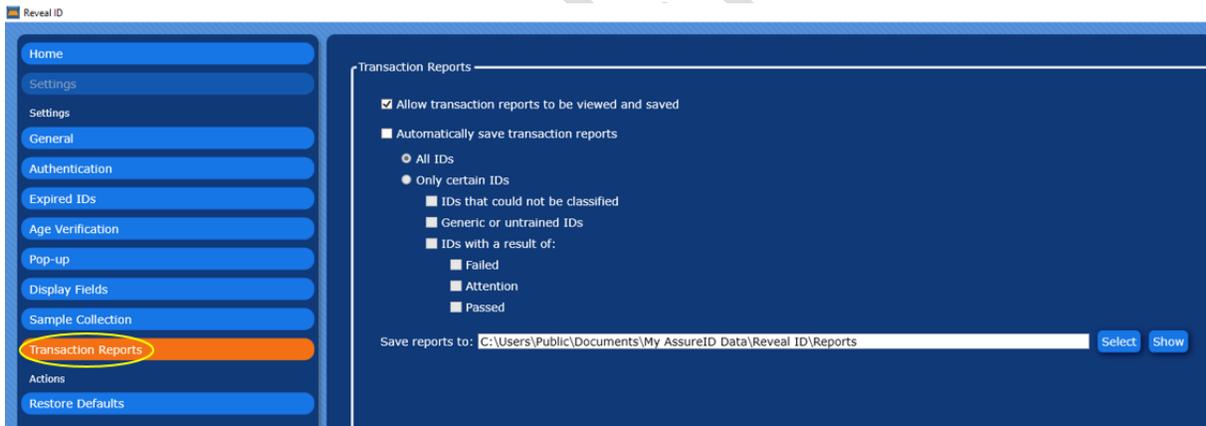


Figure 21 - Transaction Reports Configurations & Settings

4.6.9 - Restore Defaults

This option will restore all application configurations to default values. If this option is selected, a confirmation window will open asking you to confirm the action. Please note that this action cannot be undone, see figure 22.



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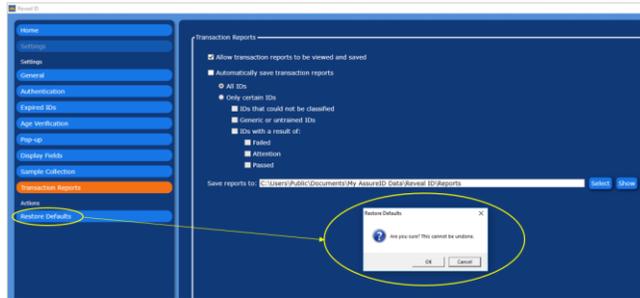


Figure 22 - Restore Defaults confirmation screen

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5 - Scanner Maintenance

5.1 - Cleaning Schedule

Regularly scheduled cleaning of the scanner is recommended to ensure that the device feeds documents smoothly and delivers good quality images. The following components require cleaning according to the specified maintenance schedule:

Component	Recommended Maintenance Interval
Feed Rollers	10,000 scans or once per month
CIS	10,000 scans or once per month
Magnetic Stripe Reader (ID-150 only)	10,000 scans or once per month
Document Sensors	As required

Figure 23 - Cleaning Schedule

The instructions for cleaning these components are described separately for clarity. In general, it is recommended to clean all of the components that require cleaning at one time.

5.2 - Cleaning the Feed Rollers

Over time, the feed rollers in the scanner will accumulate dirt from the documents being scanned, necessitating that they be cleaned regularly, see figure 24. When dirty, the feed rollers have a greater tendency to slip, misfeed, or jam, resulting in poor quality images.

To clean the feed rollers, an alcohol or water-based solution should be used. “Card Reader Cleaning Cards, CR80,” notebook screen cleaning wipes, or alcohol prep wipes/swabs are recommended, as long as they are water or alcohol-based.

Note: Do NOT use an ammonia-based cleaner.

There are a series of DIP switches on the rear of the scanner. By default, all ID-1xx scanners are shipped with their service DIP switches set to the OFF (UP) position. DIP switch #3 will put the rollers into a repetitive back and forth spin mode that is useful for cleaning the rollers.



Figure 24 - Cleaning the feed rollers

To clean the feed rollers, follow the steps below:

1. Power off the scanner.



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2. Lift the cover to expose the feed rollers.
3. Carefully modify DIP switch #3, moving it to the ON position (to the DOWN position).
4. Power on the scanner. The rollers should begin moving back and forth.
5. Using a cleaning wipe or alcohol prep, hold it against the roller, cleaning them as they spin. Discard the prep/wipe when done (do not use it to clean another component).
6. Power off the scanner.
7. Carefully restore DIP switch #3 to its default setting of OFF (UP).
8. Close the cover.

5.3 - Cleaning the CMOS Image Sensor (CIS)

If irregular stripe patterns or artifacts appear in the scanned images, the CIS (CMOS image sensor) may be dirty. In this case, the CIS should be cleaned to ensure the scanned images are of good quality. The CIS can be accessed by opening the scanner.

To clean the CIS, an alcohol and/or water-based solution should be used. "Card Reader Cleaning Cards, CR80," notebook screen cleaning wipes, or alcohol prep wipes/swabs are recommended, as long as they are water or alcohol-based.

Note: Do NOT use an ammonia-based cleaner.



Figure 25 - Cleaning the CIS

To clean the CIS, follow the steps below:

1. Power off the scanner.
2. Lift the cover to expose the CIS.
3. Using a cleaning wipe or alcohol prep, clean the CIS (scan head) bars then discard the wipe when done. There are two CIS bars on the ID-150.
4. Close the cover.

5.4 - Cleaning the Magnetic Stripe Reader

Over time, the magnetic stripe reader will require cleaning to remove buildup and to ensure proper operation and accurate reads of magnetic stripes.

To clean the magnetic stripe reader, follow these steps:



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1. Power off the scanner.
2. Lift the cover to expose the magnetic stripe reader.
3. Using a cleaning wipe or alcohol prep, clean the magnetic stripe reader.
4. Discard the wipe when done.
5. Close the cover.



Figure 26 - Cleaning the magnetic stripe reader

5.5 - Cleaning the Document Sensors

The document sensors are utilized to detect the presence of a document in the feed path. They are visible when the scanner is opened as small holes before and after the first roller on both the top and bottom surfaces. There are two pairs of sensors, the first pair (top/bottom) is before the first feed roller, and the second pair (top/bottom) is immediately after the first feed roller. Documents are detected by breaking the light path between the two sensors.

Dust or dirt may collect in these holes over time resulting in the scanner not properly detecting when a document is present. To avoid issues, these sensors should be cleaned to ensure the sensor path is free of dirt.

To clean the document sensors, follow these steps:

1. Power off the scanner.
2. Lift the cover to expose the document sensors.
3. Using compressed air or an air gun, blow air into the document sensor holes to remove any dust or dirt buildup. When using a compressed air can, ensure that it remains upright to avoid getting any residue on the CIS.
4. Close the cover.

6 - RevealID Application Troubleshooting

6.1 - AssureID icon has an “x” on it

This means the service has stopped and needs to be restarted. From your system tray, right-click on the AssureID icon, select the “start service” option. Once the “x” goes away, this means the service has started and you should be able to use the RevealID application again.

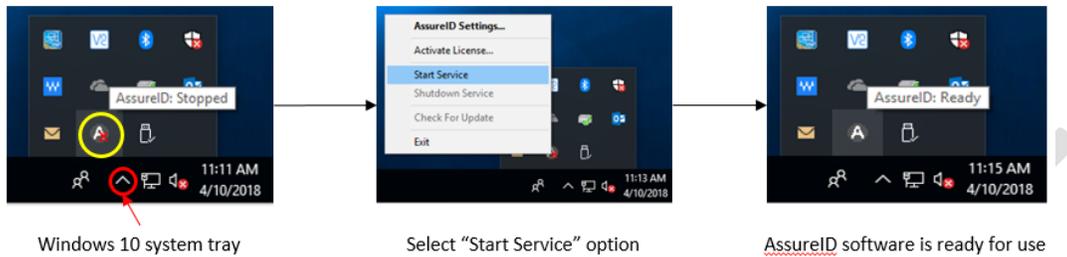


Figure 27 - AssureID state

6.2 - How do I check the current version of my drivers, software, and document library?

To check the current version of your drivers, software, and document library; follow these steps:

1. Navigate to your control panel screen then select the programs and features
2. Sort the programs by “publisher”
3. You should see the AssureID Sentinel, AssureID Document Library, and i-Dentify Document Reader Driver programs.
4. To the far right of the screen, you will see a column for “version.” This column will list the current version of the different programs, see figure 28.

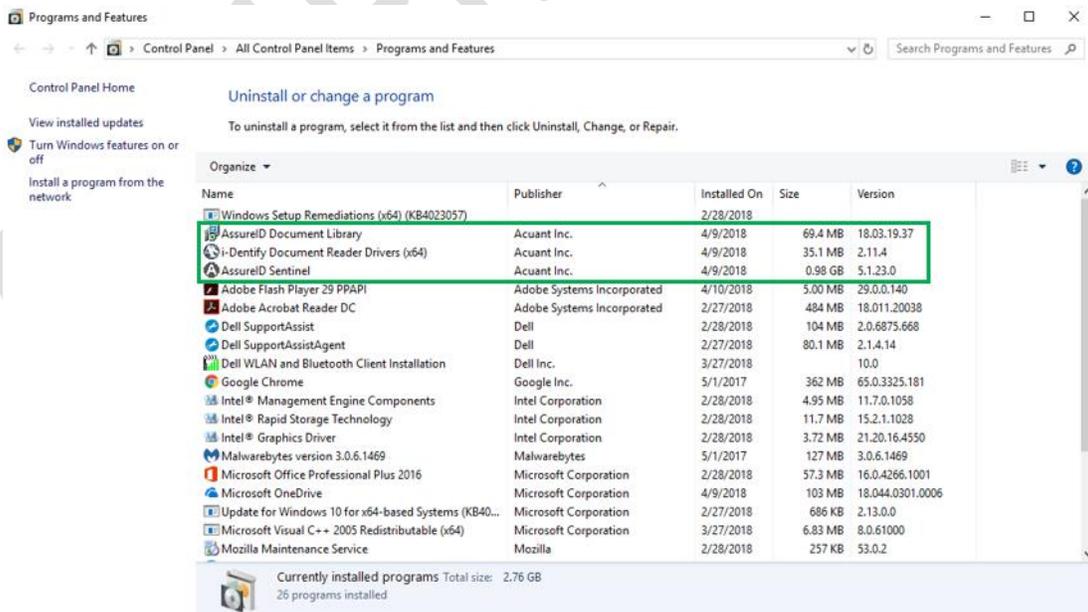


Figure 28 - Checking the current versions of drivers, software and document library

To check the version of your software and document library only, follow these steps:

1. From your system tray, right-click on the AssureID icon, select the “AssureID Settings” option
2. Click on the “About” tab
3. This page will list the version for engine (i.e. AssureID software) and the document library.

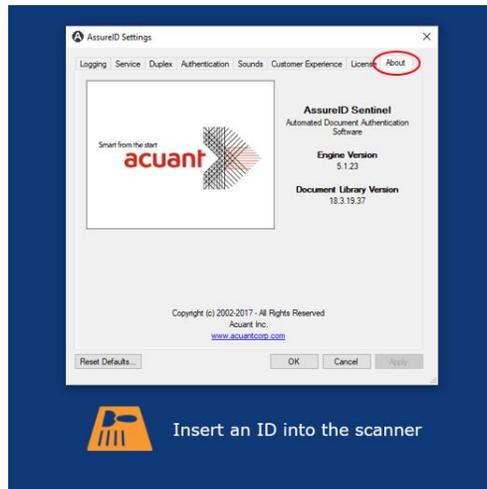


Figure 29 - Checking the current version of software and document library (only)

6.3 - “Check an ID” state

When the home screen displays the “check an ID” message, it means the application does not recognize there’s a scanner connected to the computer. The scanner will have a blinking red light on LED1. Check the USB cable to make sure it is properly plugged on both the scanner and the computer. Once the application recognizes the scanner is connected (this may take a few minutes), the LED1 indicator will go back to its normal state (i.e. solid yellow) and the ReveallID home screen will display the “Insert an ID into the scanner” message.

You can also check the status of AssureID, from time to time, the AssureID software may stop working and may need to be restarted. See section 6.1 for details.

6.4 – Manually activating a license key

Whenever a computer device is not connected to the internet (most likely because the computer is part of a protected network system), you may need to manually activate the license key. To manually activate the license key, follow these steps:

1. Click Start > All Programs > AssureID > Tools > AssureID License Activation. The AssureID License Activator application window opens.
2. Enter the valid 26 alpha-numeric license key in the License Key text box.
3. For Activation Method, select Manual (Advanced).
4. Select the Create a license activation request file option.
5. Click Activate License.



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6. An activation request file is created for the installed system. You will be prompted to specify a folder and file name for saving the activation request file. After the activation request file has been saved, you must include the generated activation request file as an attachment to an email and send that email to licensing@assuretec.com; CC: droman@uveritech.com
 - a. Note: Manual license activation requires you to email the activation request file as an attachment to licensing@assuretec.com. The process of emailing the license request file to Acuant is not automatic.
7. After the activation request file has been received at Acuant, you will receive an email response that contains an activated license file. Activation requests via email are generally processed quickly and you should receive a response within 15 minutes. If you do not receive an email response within 24 hours, please contact FraudFighter so we can follow-up for you.
 - a. Note: After you receive the email from Acuant that includes the activated license file, install the activated license file onto the exact system from which the request was generated.
8. Click Start > All Programs > AssureID > Tools > AssureID License Activation. The AssureID License Activator application window opens.
9. Enter the valid 26 alpha-numeric license key in the License Key text box.
10. For Activation Method, select Manual (Advanced) and select the Install an activated license file option.
11. Click Activate License.
12. At the prompt, browse to and select the activated license file received from Acuant and click Open. When the license is successfully activated, the License Activation application will display a confirmation and all software features authorized by the license will be enabled.

6.5 - Activating a license key using a local license server

If a direct Internet connection is not available from the computer where AssureID is installed, it is possible to activate via a locally-installed AssureID License Server, which acts as a proxy to connect to Acuant's centrally-hosted license activation server.

An AssureID License Server must be installed and accessible on the local network to activate AssureID using this method. For details on installing and configuring the AssureID License Server, please contact our FraudFighter support team.

6.6 - Moving software to another computer device

Whenever you need to move the software to another computer device, you'll need to deactivate the license on the current device then activate it on the new device. To complete this process, follow these steps:

1. Click Start > All Programs > AssureID > Tools > AssureID License Activation
2. Click Deactivate License.
3. Install the software on the new computer, the system will prompt you to enter the license key. Continue the installation process as normal.



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6.7 - Common license activation errors

6.7.1 - CodeReuseBlocked

There are no available seats on the license key. When you activate the software on a computer, a seat on the key is reserved by that computer. If you are moving the software to a new/replacement computer, you will first need to deactivate the prior computer that was using the license (see section 6.6). Also, if you have upgraded the operating system or reimaged the computer, it will be identified as a new computer on the licensing manager system. In this case, the seat will need to be deactivated from the old computer to free the seat.

There is a capability which allows you to perform a “self-deactivation.” The only other requirement is that your computer can connect to the internet to reach the Acuant license server. When you launch the Activation tool, you will see one button for Activate License and another for Deactivate License. If you select to deactivate the license, it will release the computer from the license server and the seat on the license key will be available. You can then use the license key on the replacement computer and perform the activation.

6.7.2 – No License Servers

An Internet connection is required for this operation and it currently appears to be unavailable: The computer can't access the external internet. If you do not have internet access, or encounter any problems when trying to deactivate, contact our FraudFighter support team. You will need to provide the license key and the machine name/hostname of the computer that can be deactivated. To locate the machine name go to Start>Control Panel>Systems then locate the “computer name” field. We'll make sure the association between the license key and computer device is removed.

6.8 – Locating Installation & Activation Logs

At times, we may ask that you submit logs in order to assist in the troubleshooting of software installation problems. The logs can be found in the following locations:

- In the C:\ drive, you will find two logs "AssureID_Sentinel_Install" and "i-Dentify_Drivers_Install"
- In C:\Users\Public\Documents\My AssureID Data\logs, you will find a file called "AssureTec.AssureID.LicenseActivator"

6.9 – I need you to double check the authenticity of a document for me

If you need us to double check the result of a particular document, we're more than happy to do so. However, in order for us to review the document and its authentication tests in detail, you need to submit a .sample file (this is different from the transaction report PDF file). A sample file is a collection of data and images in a proprietary format that allows us to review the document in detail.

You can set the system to either allow a user to manually save a sample file or set it to automatically collect sample files. To enable the sample collection, follow these steps:

- To give users the ability to manually save a .sample file, follow these steps:
 - From the home screen, click on “settings” then “sample collection”
 - Check the “Allow ID samples to be saved”



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- In the “save samples to” section, you can either leave the default folder location or choose a specific folder file by clicking the “select” button.
- The “show” button will open up the folder so you can view the sample files
- When a document is scanned, the system will give the user the option to “save sample” (last option in the menu options to the left of the screen)
- To automatically save a .sample file, follow these steps:
 - From the home screen, click on “settings” then “sample collection”
 - Check the “Automatically collect ID samples” then choose whether you want to save all IDs or only certain transaction types.
 - In the “save samples to” section, you can either leave the default folder location or choose a specific folder file by clicking the “select” button.
 - The “show” button will open up the folder so you can view the sample files
 - When a document is scanned, the system will automatically save the sample file.

6.10 – My state released a new document design and I get an “unknown” result

If a document design is not supported by the existing document library, an authentication template needs to be created for the new design. In order for the software company to create a template, you’ll need to provide a .sample file of the document. A sample file is a collection of data and images in a proprietary format that allows the software company to review the design elements in detail in order to create the template and add it to the document library. From the time a document design is released, it may take 3-6 weeks to be added to the document library.

For instructions on how to enable the collection of sample files, refer to section 6.9 above.

6.11 – How do I navigate the software update page?

The AssureID software update page is intended to be used as a flowchart that guides you through which specific software component you need to update. The software update page is located here:

<https://www.fraudfighter.com/software-update>

The flowchart asks 2 main questions:

1. Are you installing AssureID for the first time on a computer? If the answer is yes, you’ll need to install 3 software programs (i-Dentify driver, AssureID Sentinel, and Document Library). You’ll be re-directed to a step-by-step guide on how to install the software components.
 - a. If the answer is no, and you already the system install, move to question #2.
2. Do you have an older version of AssureID Sentinel? If yes, you’ll need to install 2 software programs (newer version of AssureID, and Document Library). You’ll be re-directed to a step-by-step guide on how to install the software components.
 - a. If the answer is no and you already have the current version, move to step# 3.
3. If you only need to update the document library file, click the “Click here to update your Document Library” box and you’ll be re-directed to a step-by-step guide on how to install the new document library file.



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6.12 – Same document returns different results

There is the possibility that the same document will return different results (when scanned in two different scanners/systems). In this case, the issue could be software or hardware. Let's explore both options:

- Software: the document template may need be modified in order to account for slight variations in image capture/cropping.
- Hardware: it's possible that one of the scanners is not working properly (i.e. not capturing image properly, magstripe reader not working, etc.).

Regardless of whether the issue is software or hardware, submitting a sample file of both transactions will provide us all the details that we need in order to confirm whether the root cause is software or hardware.

For instructions on how to enable the collection of sample files, refer to section 6.9 above.

6.13 – I know this is a good document but it gets a failed result

In cases in which a valid and legit document gets a fail result, it usually has to do with one of the following:

- The image captured by the scanner is not of good quality (hardware issue)
- The image was not cropped properly (hardware issue)
- The document is in very poor condition (e.g. document material is cracked, document laminate is peeling, inks have faded, etc.)

If the issue is due to scanner (hardware), the device can be sent back for repairs. If the document is in poor conditions, there's nothing that can be done in order for the system to return a different result. As a reminder, the system compares security features from the document to an existing template. If the images collected from the document show cracks, laminate peeling off, this will cause certain authentication tests to fail (or receive a caution result), in which case may result in an overall document fail result. If you need us to review a specific document result, please submit a .sample file.

For instructions on how to enable the collection of sample files, refer to section 6.9 above.

6.14 – My license expiration date is not correct

If you have activated your license key and the expiration date shown in the system is not correct, you can force the system to connect to the licensing manager server in order to pull the correct expiration date. To do this, follow these steps:

1. Open your file explorer window then navigate to the following location
C:\ProgramData\AssureTec\AssureID.
 - a. Note: the "program data" folder is usually hidden. You may need to enable the system to show hidden files. In the view options, there's a check box for "hidden files," make sure it is checked and you'll be able to see the program data folder.
2. In the "AssureID" folder, there's a file called "License.dlsc"



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3. Delete the “license.dlsc” file by right-clicking on the file then choosing the delete option.
4. Go to the system tray, in the bottom right corner of the computer screen, right-click on the AssureID “A” icon then select the “Activate License” option
5. The license key should be listed already. Click the “activate license” button (if the computer is connected to the internet; otherwise, follow other activation procedures)
6. Once the activation is completed, you should see the message that says “The AssureID software has been activated. The maintenance on this license expires on <correct expiration date>.”

6.15 – ReveallID does not recognize that the scanner is connected (on a regular basis)

Depending on the computer performance (RAM, processor, etc.), the AssureID engine might stop working and disconnect from the scanner. Starting the AssureID engine again should establish a new connection to the scanner (see section 6.1 for instructions on how to re-start the engine).

More importantly, the computer device should be turned off (or restarted) at least once a week. This will ensure that unnecessary programs don’t continue running in the background and cause the computer’s performance to decline (i.e. run out of RAM). This is particularly important if you are using the computer device to run other programs (like a POS system, CRM software, etc.)

6.16 - Error 1920 – Service AssureID Document Authentication Service failed to start.

Full message: Error 1920. Service AssureID Document Authentication Service (AssureID DAP Service) failed to start. Verify that you have sufficient privileges to start system services.

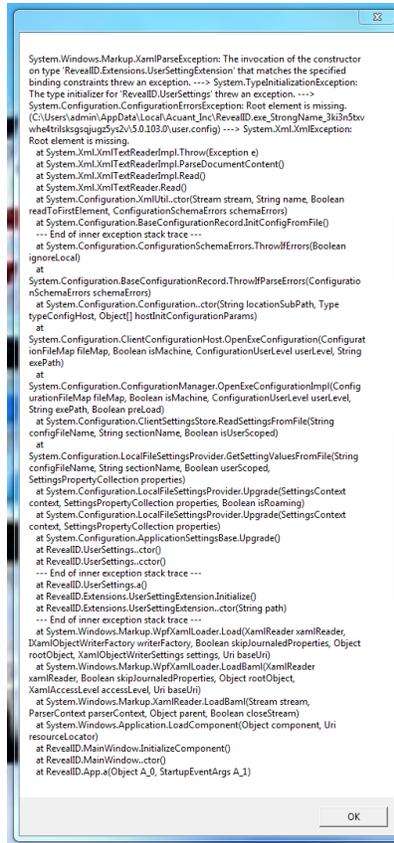
Generally speaking, this message comes up whenever a user has logged-in that doesn’t have the sufficient privilege access (to certain system folders) in order to run AssureID.

6.17 – Error Message: “System.Windows.Markup.XamlParseException”

While upgrading the AssureID Sentinel software, you may encounter this error message. This error usually points to an issue with the “user.config” file. You can delete this file by following these steps:

1. Open your file explorer window then navigate to the following location
C:\Users\whe4trilsksgsqjugz5ys2v\5.0.103.0
 - a. Special Notes:
 - i. The “existing account” refers to the user account logged-in to the computer
 - ii. The “app data” folder is usually hidden. You may need to enable the system to show hidden files. In the view options, there’s a check box for “hidden files,” make sure it is checked and you’ll be able to see the app data folder.
 - iii. The “5.0.103.0” refers to the AssureID version. This folder name will match the AssureID version you have installed in your computer (e.g. 5.1.23, 5.1.10, etc.)
2. In the 5.0.103.0 folder you will see a file called “user.config”
3. Delete the “user.config” file by right-clicking on it then selecting the delete option.
4. After removing the file, restart the AssureID engine and open ReveallID, the system should be functional now. The system will automatically generate a new version of the “user.config” file.

Here's an image of the full error message:



7 - i-Dentify ID-150 Scanner Troubleshooting

7.1 - Remove a jammed or stuck card

1. Lift the cover and slide the card out of the scanner.
2. After you remove the card, close the scanner cover and resume normal operations.



Figure 30 - Removing a jammed document from scanner

7.2 - LED1 is Blinking Red

This means the USB cable is not connected. Check the USB cable to make sure it is securely connected to both the scanner and computer. Once the scanner recognizes the USB interface, the LED1 light will go back to its normal stable yellow, which means the scanner is ready for use.

7.3 - LED1 is Solid Red

This means the scanner is in an “error state.” Turn OFF the device then turn it back ON. The LED1 light should go back to its normal stable yellow, which means the scanner is ready for use.

7.4 - Scanner being recognized as “HP Printer” device

This usually happens whenever the scanner is connected to the computer before the software driver and AssureID Sentinel is installed. If the scanner does not get properly installed when connected to the computer, please follow these steps:

1. Power OFF the device and disconnect it from the computer
2. Go to Control Panel>Programs and Features
3. Uninstall the i-Dentify Document Reader Driver program
4. Go to Control Panel>Device Manager
5. Connect the scanner to the computer and power ON the device. Observe how the scanner is displayed in the device manager list. If it displays as “HP Printer,” right-click on the entry then select “Uninstall” then check the “Delete the driver software for this device” box.
6. Power OFF the scanner and disconnect from the computer
7. Repeat step 4 & 5 until the device is unable to find a driver
8. Power OFF the scanner and disconnect from the computer
9. Install the i-Dentify Document Reader Driver
10. Once installation is complete, connect the scanner to the computer and power ON. In the lower right-hand corner of the computer screen you should see messages indicating the drivers are being installed and configured.



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11. Open the RevealID application, you should see “Insert an ID into the scanner”

7.5 – Scanner does not power ON

In the event that the scanner does not power ON at all, follow these steps:

1. Plug the power cord to a different power outlet
2. Check the power cable for any damage, cuts, bents, etc.
3. Make sure the power cable is securely plugged into the back of the scanner
4. If you have a second scanner in your location, swap the scanners to see if the known “good” scanner turns on with the existing power cable. If it doesn’t turn ON, it means the power cable (or potentially power outlet) is not working. If it does turn ON, it means the scanner needs to be repaired.
5. Make sure all dip switches are set to the “up” position. Check the 3.3 – Rear Panel section, on page 8, for more details about dip switches.

If after all of these troubleshooting steps the scanner still doesn’t turn ON, it needs to be inspected by the manufacturer.

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8 - Customer Support

8.1 - Contacting Customer Support

Our customer support team is available to answer any software or hardware questions you may have between normal business hours 7:00am to 5:00pm, U.S. Pacific Time, Monday through Friday. You can reach our support team by phone or email at:

- Phone: 800.883.8822
- Email: support@fraudfighter.com

We strongly recommend our customers to use the software and hardware troubleshooting steps provided in this document before calling our support team. This will aid in shortening the resolution time. If you decide that it is necessary to contact our support team, gather the following information before the call:

- An accurate, detailed description of the issue at hand.
- Version of AssureID, i-Dentify drivers, and Document Library in use.
- Workstation system specification (operating system, user security type, etc.)
- If the issue is regarding an i-Dentify device, record and provide the model and serial number of the device.

8.2 - Software Warranty

With changes and updates constantly being made to documents such as driver's licenses and passports, it is imperative for FraudFighter customers to be using the most current version of the AssureID software and the AssureID Document Library. The original invoice date marks the start of a 12-month warranty period that can include software and Library updates and customer support, as well as access to special product updates and revisions. As your warranty period nears expiration, FraudFighter will contact you to renew these warranties. If renewed, you will receive an additional 12-months of these services; you may also choose to purchase additional years of renewals ahead of time. If you choose not to extend your software warranties, there is an increased risk for false positives (IDs that are flagged, but are authentic). In addition, running outdated versions of AssureID software and Library also jeopardizes your ability to classify new document types, as well as detect and stop counterfeit documents. Whenever you call us with a software question, please make sure you have the following information readily available:

1. AssureID version
2. AssureID Document Library version

8.2 - Hardware Warranty

There is a limited warranty that applies to all hardware supported by FraudFighter. From the initial invoice date, the purchase of a hardware device automatically comes with 12-months of hardware depot service. You will be responsible for paying one way shipping and FraudFighter will pay return shipping on repaired items. As your warranty period nears expiration, a FraudFighter sales representative will contact you to renew these services for an additional year of coverage. Similar to



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software warranties, you may purchase multiple years of warranty coverage at any time during the warranty period, or at the time of your initial purchase. If you choose to forego hardware warranties, you will no longer be eligible to receive free repair services and you will be responsible for the repair cost of the scanner and/or replacement.

Whenever you call us with a hardware question, please make sure you have the following information readily available:

- Model number
- Serial number
- Date of Purchase (if available)

In the event that the issue cannot be resolved over the phone, we will process a returned merchandise authorization (RMA) number. Please be advised that we cannot accept product returns without a corresponding RMA number.

Units out of warranty can still be repaired but they will incur a \$250 examination fee. This fee cannot be waived and it is not refundable (if the unit cannot be repaired). Once a technician has examined the unit, a repair quote will be send to the customer. The manufacturer cannot performed any work on a scanner until the repair quote has been approved. Customer has the right to decline the repair quote in which case the \$250 examination invoice will be processed and the unit will be returned to the customer.

Note: extended warranty options are available. Please contact your sales rep for more information.