

AssureID™ User's Guide



AssureTec

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Table of Contents

1. INTRODUCTION	5
2. SYSTEM REQUIREMENTS	6
3. GETTING STARTED	8
4. INSTALLATION	9
A. BEFORE INSTALLING ASSUREID	9
B. INSTALLING ASSUREID.....	9
C. ASSUREID SOFTWARE LICENSE ACTIVATION	22
i) <i>Automatic Activation via the Internet</i>	23
ii) <i>Manual Activation via E-Mail</i>	24
iii) <i>Changing Your Existing License Key</i>	26
5. ACCESSING ASSUREID SETTINGS	28
A) LOGGING OPTIONS.....	29
B) DUPLEX MODE.....	30
C) AUTHENTICATION	31
D) SOUNDS	32
E) CUSTOMER EXPERIENCE	35
6. UPGRADING ASSUREID	37
7. REMOVING ASSUREID	39
7. CONFIGURING FOR USE WITH THE I-DENTIFY DOCUMENT READER/AUTHENTICATOR	40
8. CONFIGURING FOR USE WITH THE I-DENTIFY DEVICE EMULATOR	41
9. ASSUREID TUTORIAL	51
A. LANGUAGE	51
B. ASSUREID SERVICE	51
C. CAPTURING DOCUMENTS.....	52
D. DOCUMENT RESULTS DISPLAY	53
E. SECURITY PANEL	55
10. ASSUREID TOOLS	57
A. DOCUMENT SAMPLE COLLECTOR	57
B. I-DENTIFY IMAGE CALIBRATION WIZARD	67
i) <i>Prepare the Calibration Target</i>	68
ii) <i>Running the Calibration Wizard</i>	68
iii) <i>Copying the Calibration Information from one PC/Device to Another</i>	70
C. DOCUMENT LIBRARY CUSTOMIZATION TOOL.....	71
i) <i>Launching the Library Customization Tool</i>	72
ii) <i>Customizing Authentications</i>	72
iii) <i>Customizing Documents</i>	74
iv) <i>Fields</i>	76
v) <i>Images</i>	76
vi) <i>Saving, Importing and Exporting changes</i>	77
11. TROUBLESHOOTING	79

12.	ASSURETEC TECHNICAL SUPPORT	83
13.	APPENDIX A	86
A)	PREREQUISITES FOR ASSUREID 4.2 AND HIGHER:	86
B)	DISABLING UNSIGNED DEVICE DRIVER WARNINGS	86
C)	SILENT INSTALL AND UPGRADE METHODS FOR I-DENTIFY_DRIVERS (X86/X64 MSI).....	87
D)	SILENT INSTALL AND UPGRADE METHODS FOR I-DENTIFY_DRIVERS (X86/X64 EXE).....	89
E)	SILENT INSTALL AND UPGRADE METHODS FOR ASSUREID (MSI).....	89
F)	SILENT INSTALL AND UPGRADE METHODS FOR ASSUREID (EXE)	92
G)	SILENT ACTIVATION OF AN ASSUREID LICENSE	92
14.	APPENDIX B.....	95
	FREQUENTLY ASKED QUESTIONS (FAQS).....	95

1. Introduction

The AssureID™ System is the world's most advanced document identification and authentication system. Using proprietary technology, AssureID classifies, reads, and authenticates travel documents more accurately and for a broader population than any other solution. The AssureTec solution is the best solution when accurate document data is essential for the generation of valuable records, determination of document tampering, and for any text or biometric matching with 3rd party sources.

2. System Requirements

The AssureID software includes the following components:

- AssureID software (CD-ROM or download)
- A valid software license activation key, provided either with the software or separately from AssureTec.

The AssureID software has the following system requirements:

- The following Windows operating systems are supported:
 - Microsoft Windows XP (32-bit) (service pack 3 or greater)
 - Microsoft Windows XP (64-bit) (service pack 2 or greater)
 - Microsoft Vista (32- and 64-bit) (service pack 2 or greater)
 - Microsoft Windows 7 (32- and 64-bit)
 - Microsoft Windows 8 (32- and 64-bit)
 - Microsoft Windows 8.1 (32- and 64-bit)
- The following document reader devices are supported:
 - *i-Dentify* ID-300, ID400 full page readers
 - *i-Dentify* ID-100, ID-150, ID-1501 scanners
 - ID-450, RTE8450, RTE8450HS full page readers
 - 3M AT9000/MK2, Kiosk, KR9000, QS1000, CR5400 document readers
 - ARH PRMc, Combo and KioskScan document readers
 - DESKO PENTA Scanner
- On 64-bit operating systems, the AssureID software will run as a 32-bit process. Device support under 64-bit operating systems is available for the following document reader devices:
 - *i-Dentify* ID-100, ID-150, ID-1501 scanners
 - RTE8450HS full page reader (without RFID)
 - 3M AT9000/MK2, Kiosk, KR9000, QS1000, CR5400 document readers
 - ARH PRMc, Combo and KioskScan document readers
 - DESKO PENTA Scanner
- 2GHz Intel Pentium 4 CPU minimum (Intel Core 2 Duo recommended)
- 1GB RAM minimum (2GB recommended)

- 10GB available hard disk space minimum (20GB recommended)
- CD-ROM drive (if software is to be installed from CD-ROM)

3. Getting Started

The following steps will assist you in getting AssureID installed, configured, and operational.

Step 1: Install the AssureID software.

See the [Installation](#) section below for complete information on installing the AssureID software.

Step 2: Install and configure the *i-Dentify* Document Reader/Authenticator.

Once the software has been installed, the *i-Dentify* Document Reader/Authenticator may be installed and configured according to the instructions in the [Configuring for Use with the *i-Dentify* Document Reader/Authenticator](#) section.

If the AssureID is to be used without *i-Dentify* Document Reader/Authenticator hardware, the software will operate in an emulation mode with the *i-Dentify* Device Emulator. To configure in this manner, see the [Configuring for Use with the *i-Dentify* Device Emulator](#) section instead.

Step 3: Calibrate the *i-Dentify* Document Reader/Authenticator.

If using an ID-300, ID-400, ID-450, RTE8450, or RTE8450HS series Document Reader/Authenticator, it must be calibrated for optimal performance. See the [i-Dentify Image Calibration Wizard](#) for instructions on performing this calibration process.

4. Installation

A. Before Installing AssureID

Before installing AssureID, ensure the following. Failure to do so may cause problems during or after installation when trying to use the product.

- The current user must be part of the computer's Administrators group.

B. Installing AssureID

To install the AssureID application, insert the AssureID CD. The installation wizard should start automatically. If it does not start automatically, use Windows Explorer to browse the CD and double-click **SETUP.EXE** to manually start the installation wizard.

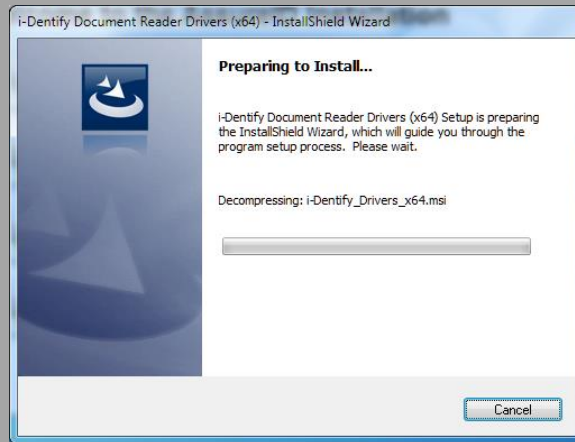
The **Welcome to the AssureID Installation** screen will appear first.



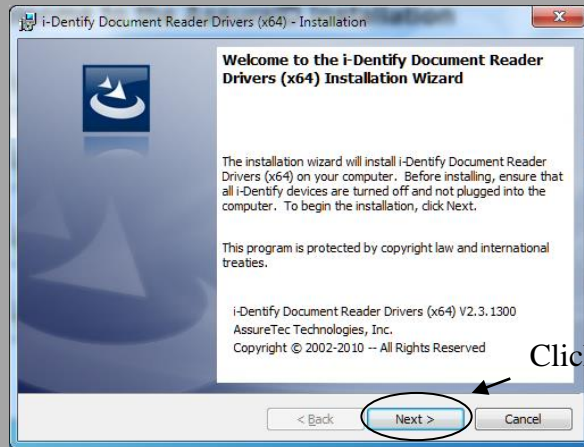
If the user has an AssureID *i-Identify* device, s/he must Install Drivers. While the user will be able to install the AssureID without installing the drivers first, the hardware device will not work if the drivers are not installed.

Select **Install Drivers**.

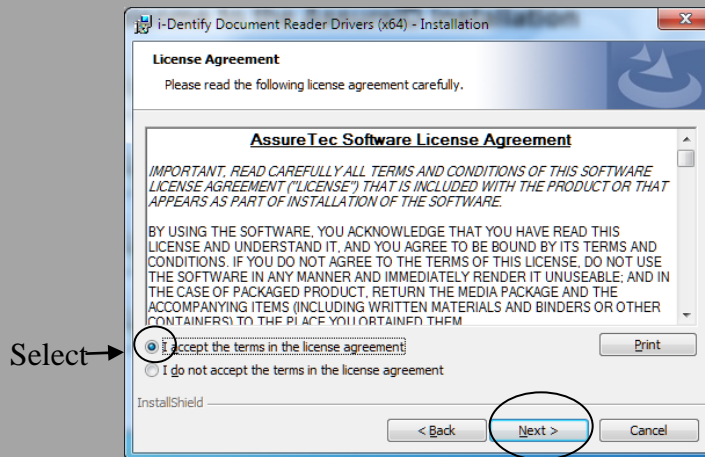




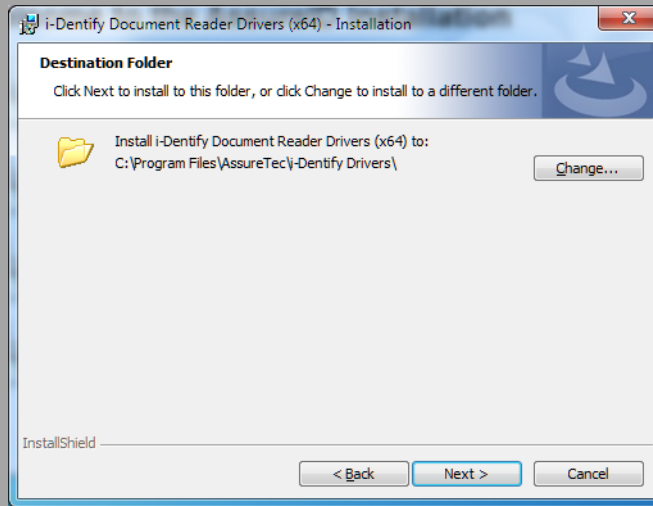
Click **Next**.



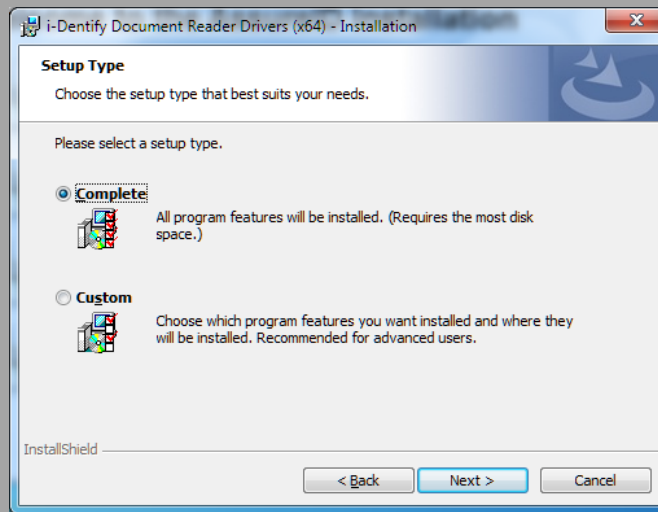
After reading the License Agreement, select **I accept the terms in the license agreement** and click **Next**.



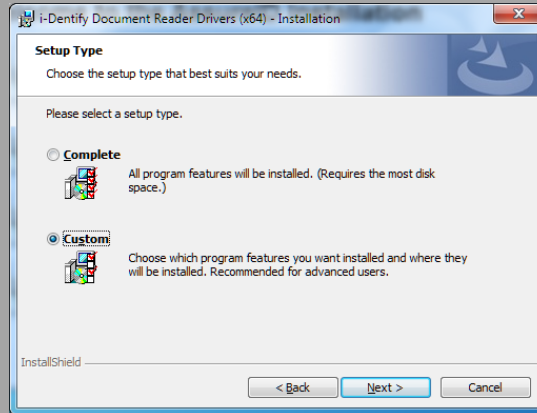
Click **Next**.



To install all drivers, select **Complete** and click **Next**.

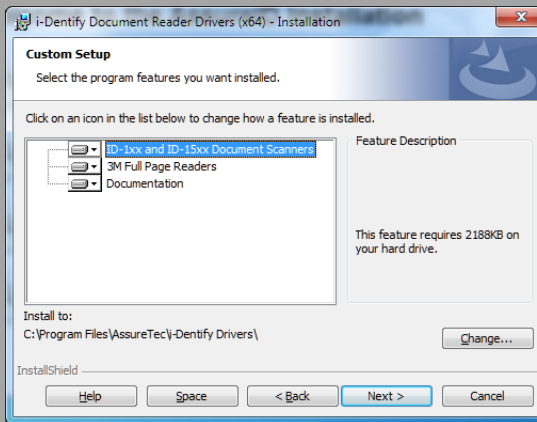


To install only install only certain drivers, select **Custom** and click **Next**.



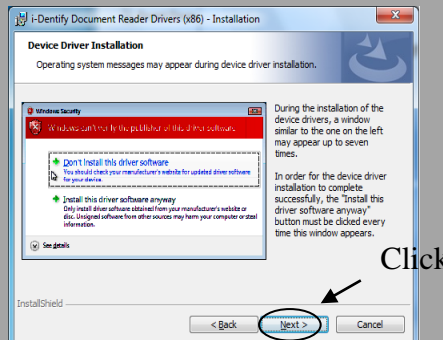
Here the user can select the devices whose drivers s/he wishes to install and the location of the installation. The list of installable drivers will depend on whether or not you are installing on a 32-bit or 64-bit operating system

Click **Next** to continue when finished.

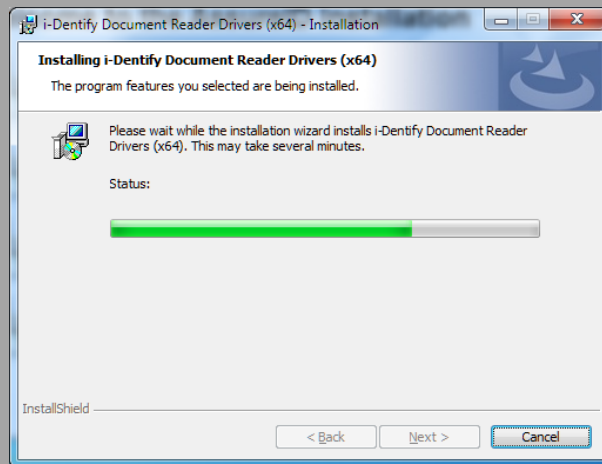
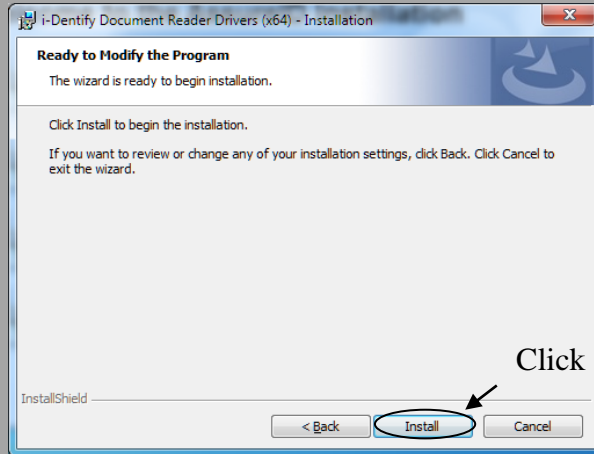


32-bit systems will receive an additional notice about unsigned drivers.

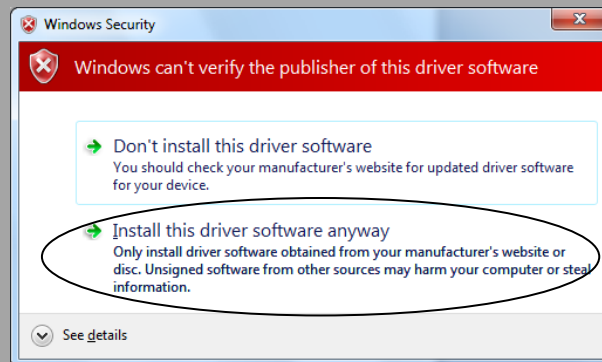
Click **Next**.



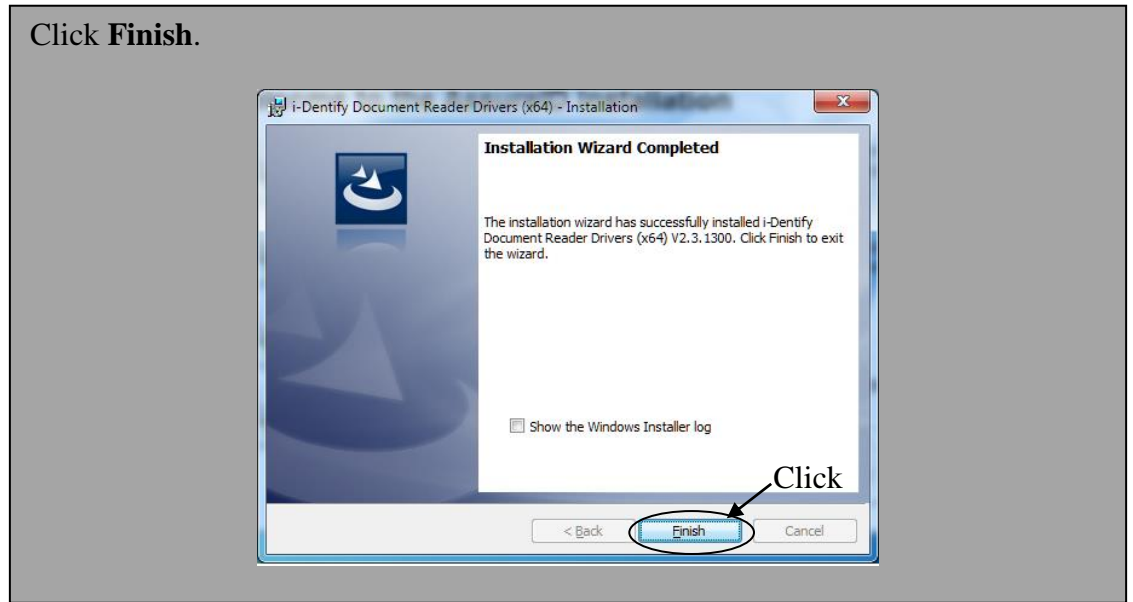
Click **Install**.



On 32-bit systems, when the following warning/prompt appears click **Continue Anyway** on Windows XP and for Windows Vista, Windows 7 and Windows 8 click **Install this driver software anyway**.

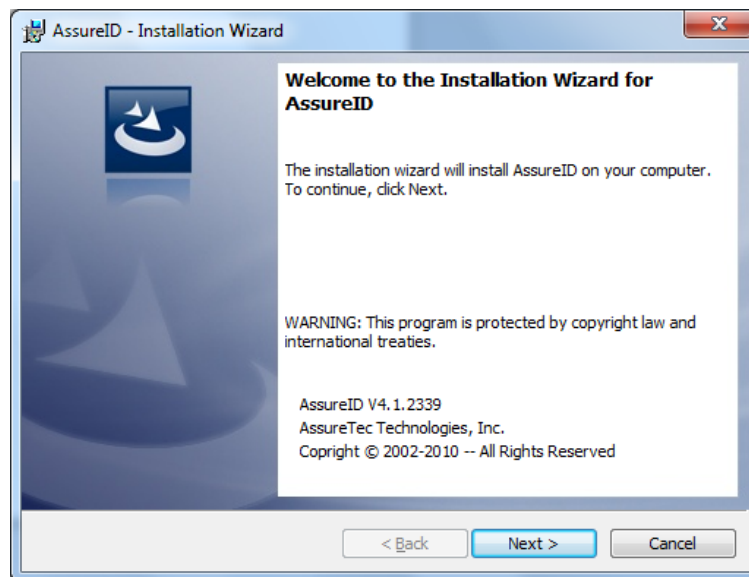
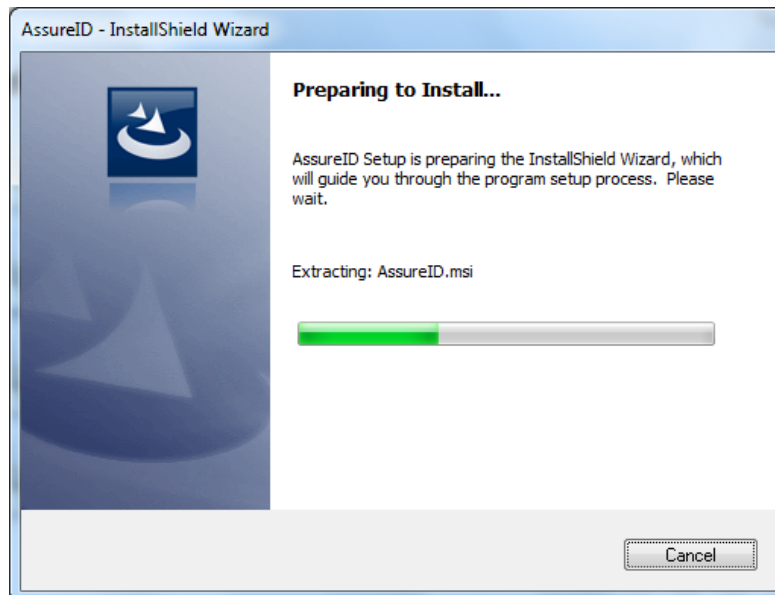


Click **Finish**.

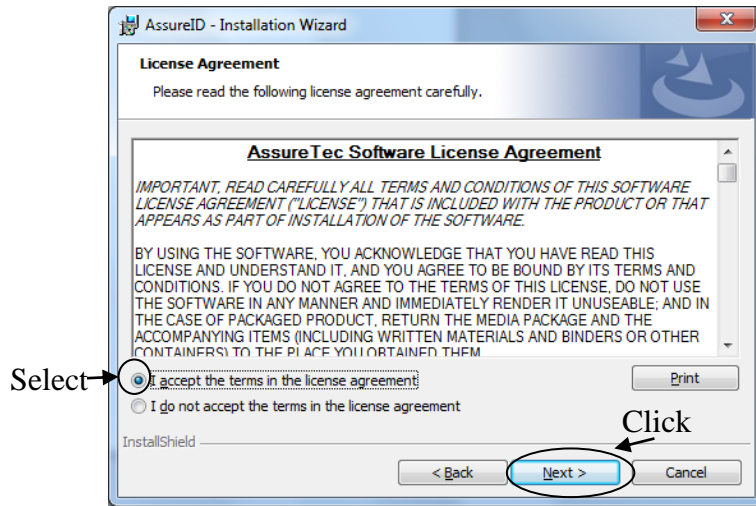


Select **Install AssureID**

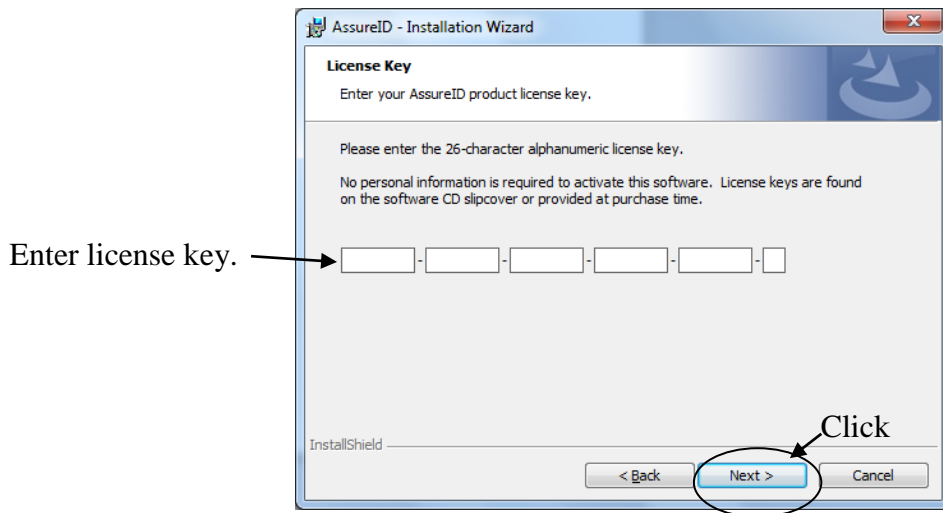




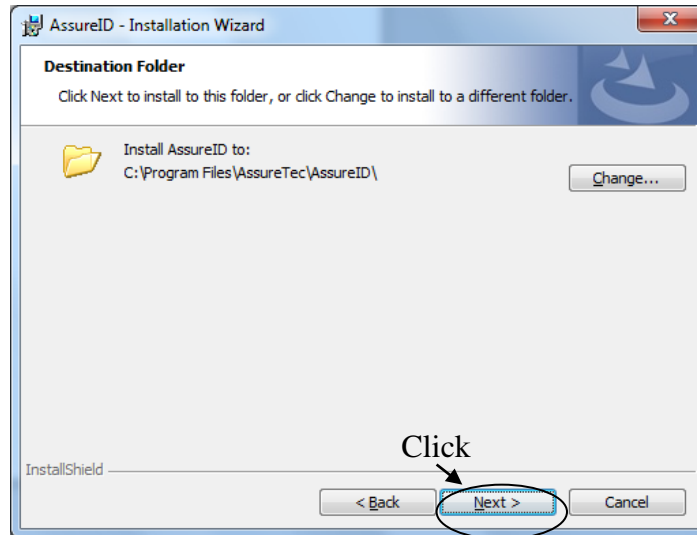
After reading the License Agreement, select **I accept the terms in the license agreement** and click **Next**.



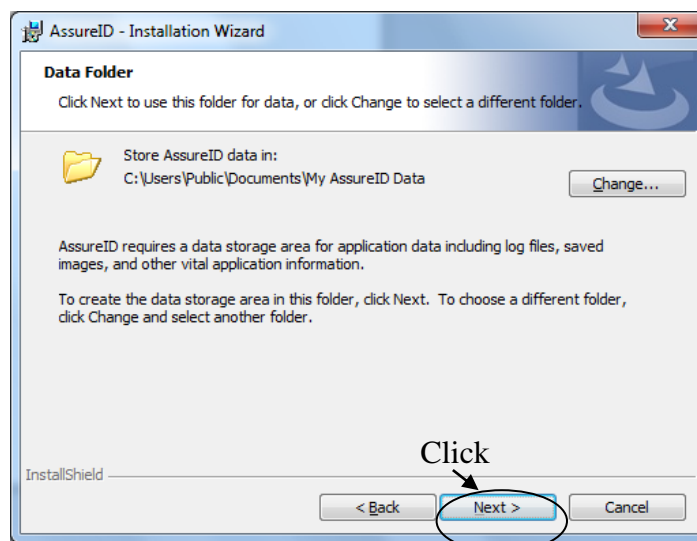
Enter the license key. Note that the cursor will automatically advance from field to field. It does not matter if letters are entered in upper or lower case. Click **Next** when finished.



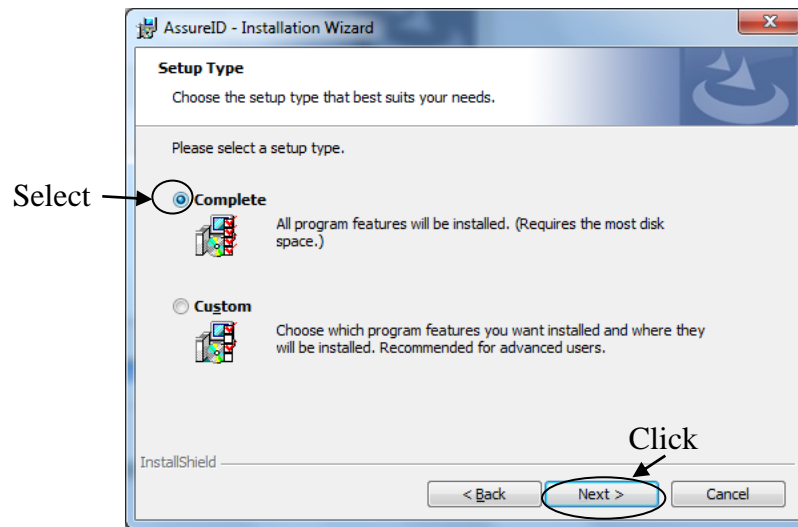
Click **Next**.



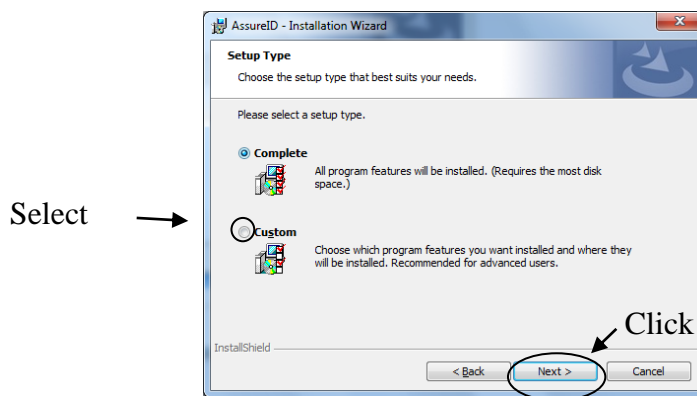
Click **Next**.



To install all program features, select **Complete** and click **Next**.

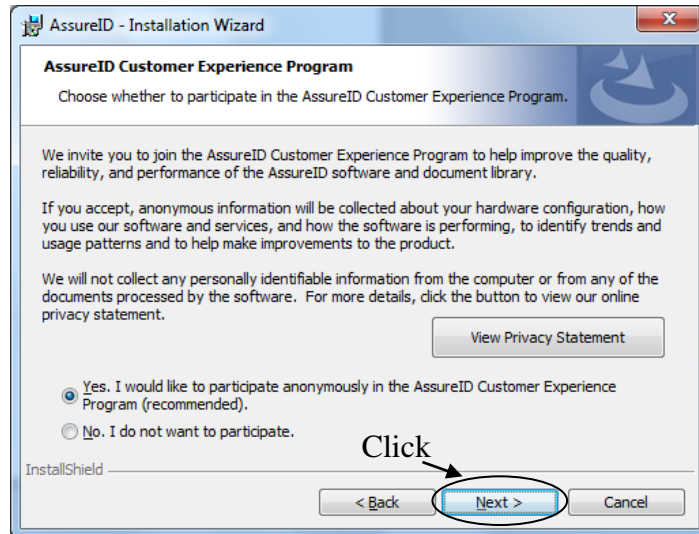


To install only install only certain program features, select **Custom** and click **Next**.

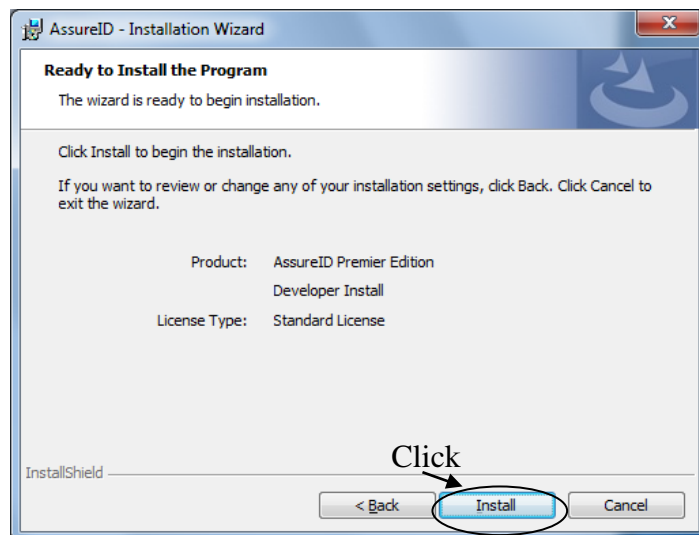


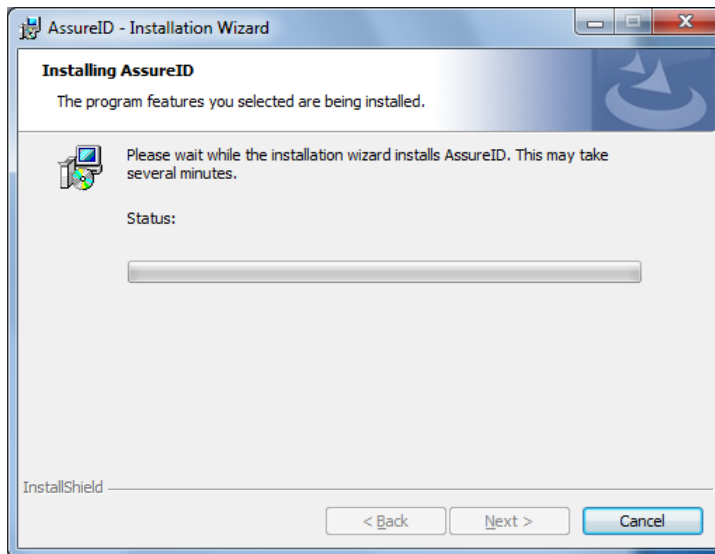
Here the user can select the components of AssureID s/he wishes to install and the location of the installation. Click **Next** to continue when finished.

The AssureID Customer Experience Program invitation screen appears. AssureTec recommends that user's opt to participate in the Customer Experience Program as it will help improve the product. AssureTec does not collect personally identifiable information from the computer or from any of the documents processed by the software. For more details, please see our online privacy statement at http://www.assuretec.com/policies/assureid/ACE_Privacy_Statement.htm .

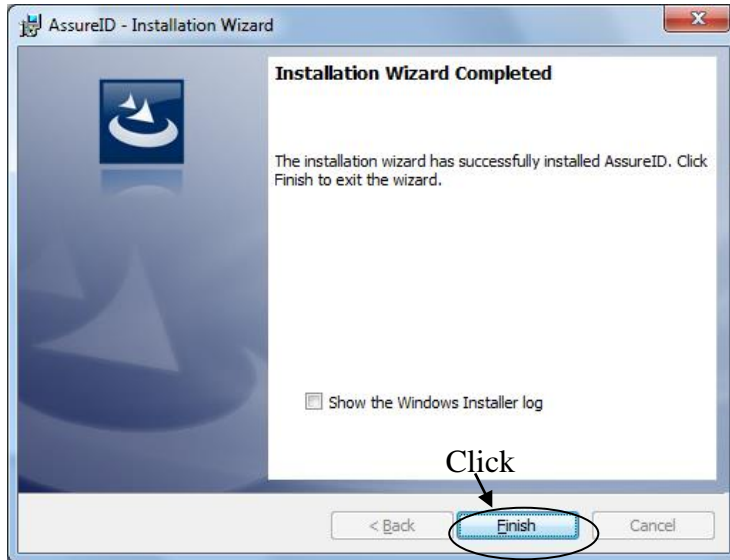


Click **Install**.





Click **Finish**.



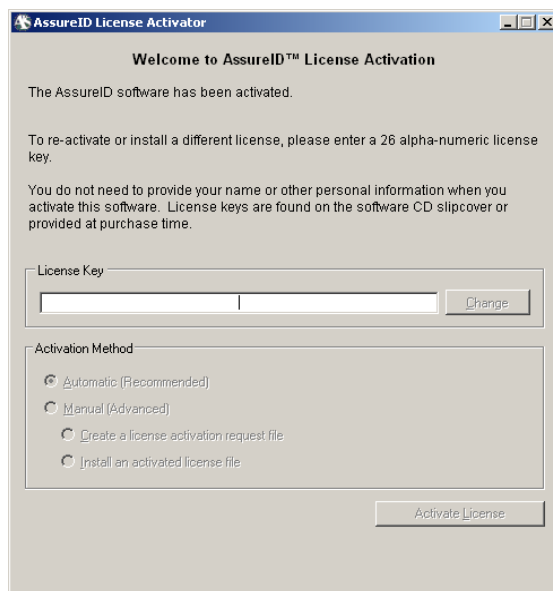
C. AssureID Software License Activation

After the AssureID software has been installed on the computer's hard drive, it will require license activation in order to operate. Software license activation is accomplished via the AssureTec AssureID License Activation application. The License Activation application can be launched from the system "Start" button:

**Start → All Programs → AssureID → Tools →
AssureID License Activation**

Or by clicking on the *AssureID license activation required* message balloon displayed by the AssureTec AssureID Platform System Tray icon.

Either of the above procedures will launch the License Activation application and allow for the entry of the 26 alpha-numeric license key necessary for activation. License keys used for activation are found on the AssureID software CD slipcover or are provided at software purchase time:

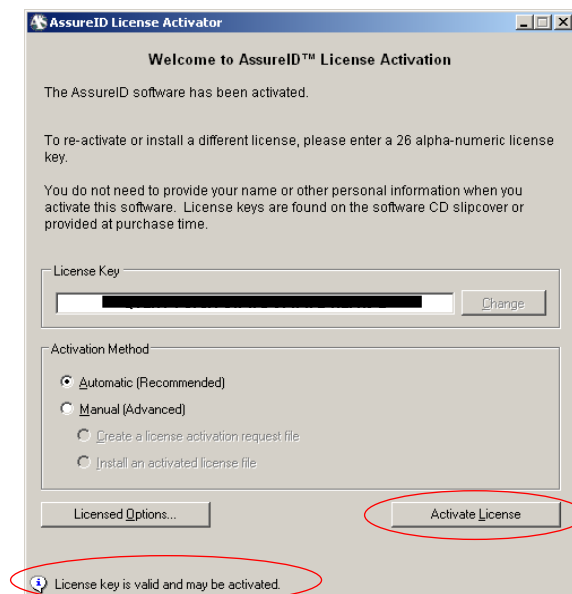


During software license activation, the user has two choices for activation:

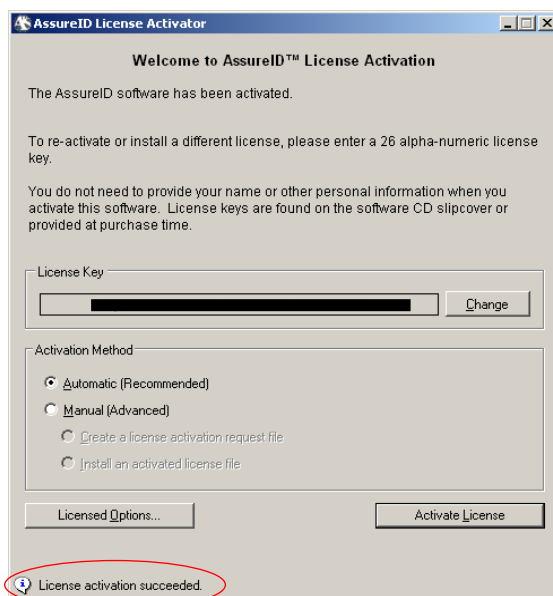
- **Activate automatically via the Internet (Recommended)**
- **Activate manually via E-Mail (Advanced)**
- **Changing Your Existing License Key**

i) Automatic Activation via the Internet

Automatic activation via the Internet is straightforward and requires an internet connection. Enter the valid 26 alpha-numeric license key, select the activation method **Activate automatically via the Internet**, and then click **Activate License**. The software activation process will proceed automatically.



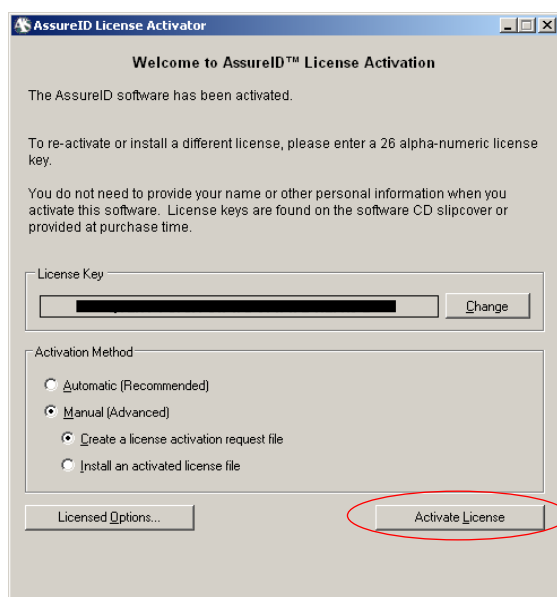
Upon successful activation, the License Activation application will report that the software has been activated.



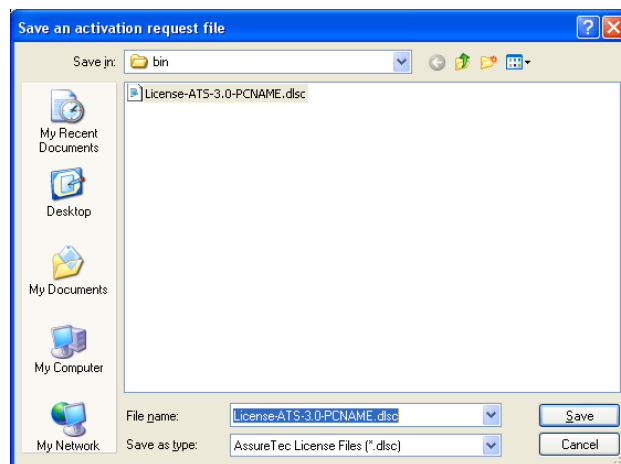
ii) Manual Activation via E-Mail

Manual license activation is available for situations where an Internet connection is not immediately available. Note that certain AssureID functionality may not be available until activation has completed.

Enter the valid 26 alpha-numeric license key, select the activation method **Activate manually via E-Mail** and **Create an activation request for E-Mail** and then click **Create Request**.



An activation request file will be created for the installed system. The user is prompted to specify a folder and file name for saving the activation request file. Once the activation request file has been saved, the user must include the generated activation request file *as an attachment* to an e-mail and send that e-mail to licensing@assuretec.com.

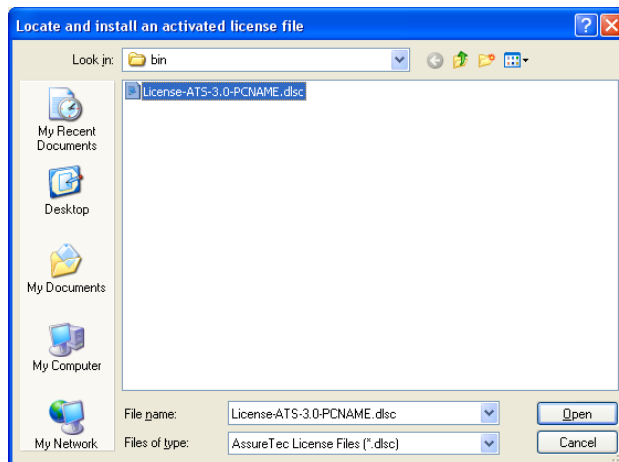


Important Note: Manual license activation requires that the activation request file be e-mailed as an attachment by the user to licensing@assuretec.com. The process of e-mailing the license request file to AssureTec is not automatic.

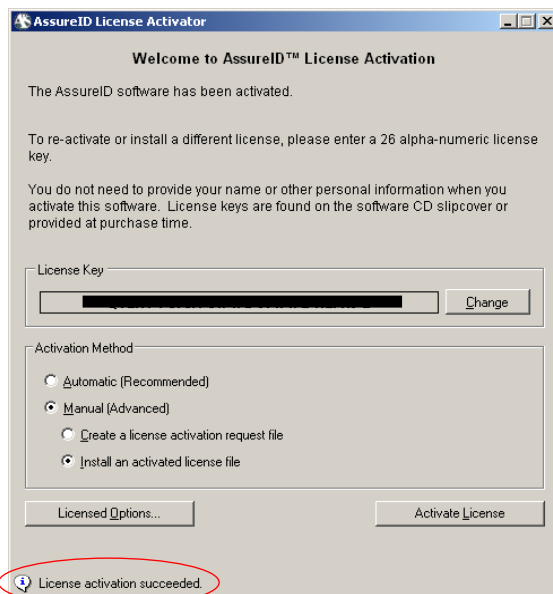
Once the activation request file has been received at AssureTec, an e-mail response will be returned containing an activated license file. Activations via e-mail are generally processed quickly and a response should be received within 15 minutes. If no e-mail response is received within 24 hours, please refer to section 8 to contacting AssureTec Technical Support.

Upon receipt of the response e-mail from AssureTec that includes the activated license file, the user must install the activated license file onto the exact system the request was generated for. The activated license file is installed via the License Activation application, by selecting the activation method **Activate manually via E-Mail** and **Install an activated license file received via E-Mail** and then by clicking **Activate License**.

The user is then prompted to select the activated license file to install. Browse to and select the activated license file received from AssureTec and click **Open**.



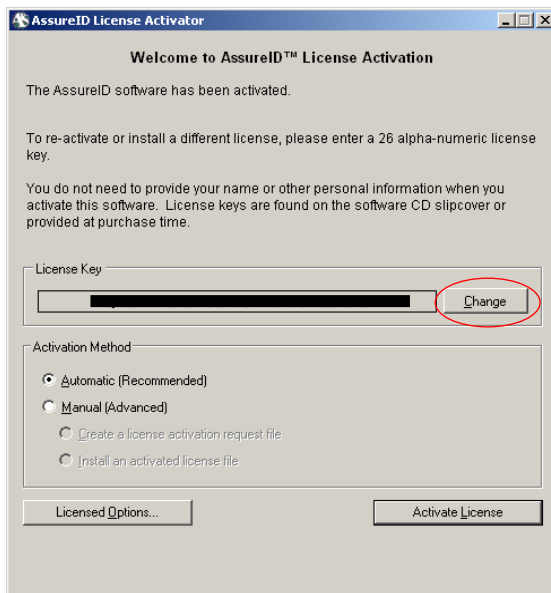
Upon successful activation, the License Activation application will report that the software has been activated.



Once the software license activation has been completed, all software features authorized by the license will be enabled.

iii) Changing Your Existing License Key

To change your existing license key, simply click the Change button on the right hand side of the License Activator window.



This will change the license key field into an editable text field, where you can copy and paste, or manually type a new key into. Then, simply repeat the steps for activating a license key to activate with the new one.

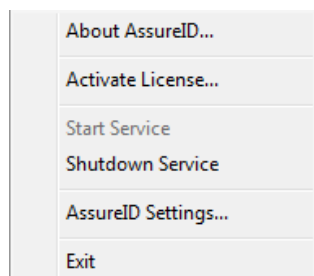
Advanced AssureID Settings

The AssureID System Tray applet contains a facility to configure system-wide settings. These settings include:

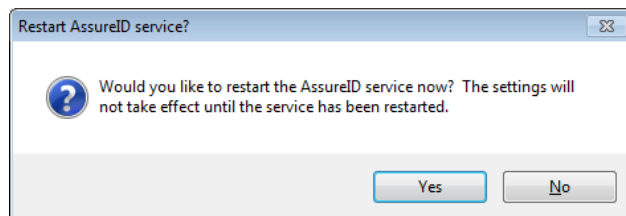
- Log message filtering, log file retention time, and maximum size.
- Enable or disable double-sided document (duplex) support.
- Setting the level of sensitivity for authentication of documents
- Configuration of the AssureID sound system (*note: sounds will only play if the AssureID System Tray is running*).
- Opting in or out of the AssureID Customer Experience Program (ACE)

5. Accessing AssureID Settings

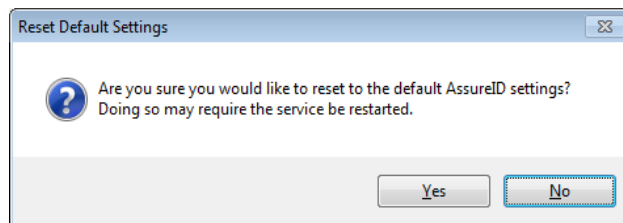
To access AssureID's settings, right click on the **AssureID Tray icon** on your taskbar, and select **AssureID Settings**:



To apply any settings changed in the applet, click the **Apply** or **Ok** button. With the exception of the sound system, any changes made to the settings will require a restart of the AssureID Service. If the service is currently running, you will be prompted with the following dialog box, with the option to restart the service. To allow the service to restart, click **Yes**; otherwise click **No** to restart the service at a later time.



If a user opts to reset the default settings by clicking the **Reset Defaults** button at the bottom of the applet, they will be presented with the following dialog:



Choose **Yes** to allow the default settings to be applied or **No** to continue with the settings being currently made.

A) Logging Options

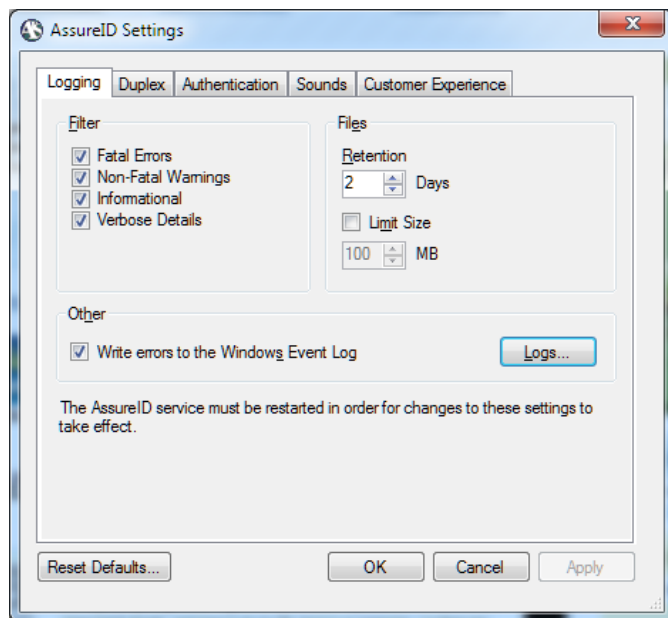
By default, the AssureID Service will not log any personal, biographic, or document instance information, and only contains information useful for general troubleshooting and diagnostics. For advance troubleshooting and diagnostics customers may be asked to enable additional logging levels so as to clearly view all activities that the AssureID Service is performing.

The logging levels are defined as follows:

- **Fatal Errors** – Errors that may cause an operation in the software to abort unexpectedly. In some cases, these are handled by the software which allows AssureID to continue normal operation.
- **Non-Fatal Warnings** – Errors that may cause an operation in the software to abort in an expected fashion. In these cases, AssureID will continue normal operation.
- **Informational** – Provides information regarding important activities that occur within the software. This information can be used for high-level performance analysis and system troubleshooting.
- **Verbose Details** – Provides low-level details regarding important activities in the software. This information is highly technical in nature and can be used for performance analysis, system troubleshooting and debugging.

Note: *Regardless of the logging level enabled, absolutely no personal information is stored in the log files. Log files will only contain information useful for debugging purposes only.*

Logging levels may be changed via the **Logging** tab in the applet:



Simply click the check boxes next to each logging level desired to enable or disable those levels.

Optionally, errors may also be logged to the Windows event log by checking the **Log errors to the Windows Event Log** box. This may be useful to System Administrators performing any monitoring or debugging of a workstation.

A Logs button has been added to the Logging tab, which will open the folder containing the AssureID and other related log files automatically when clicked.

By default, logs will be retained for a total of two (2) days before being removed by AssureID. This time frame may be changed by typing in the number of days or using the arrow buttons on the control box under the **Log File Retention and Size** section.

If desired, logs may be limited in size by checking the box next to **Limit size to**. The default setting, if enabled, will be 100MB, and may be changed by manually typing in the desired amount or using the arrow buttons on the control box.

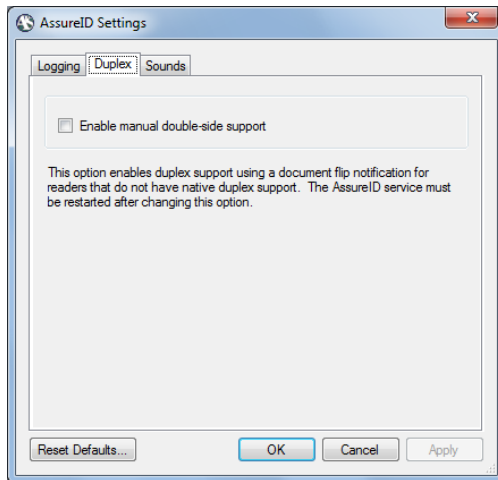
B) Duplex Mode

Double sided document support, or **Duplex**, is a mode of operation whereby a user can capture both sides of a document on a device that only captures one side at a time (such as a full-page reader) and most *i-Dentify*™ devices, RTE8450,

RTE8450HS, 3M AT9000/MK2, 3M Kiosk, 3M KR9000, 3M QS1000, 3M CR5400, ARH PRMc, ARH Combo, ARH KioskScan and DESKO PENTA devices. The ID-1xx and ID-15xx series of document scanners and the 3M CR5400 document reader capture both sides in a single pass and do not require the use of duplex mode (this setting is ignored for these devices). This mode allows for the reading and extraction of data on the back of documents, such as 2D barcodes.

By default, **Duplex** (manual double-sided support) is disabled. However, if so desired, **Duplex** mode may be enabled for supported devices. This will result in a dialog box being displayed in Tutorial, Reveal-ID and custom applications invoking the Duplex settings to flip the document over.

Simply click the box next to **Enable manual double-side support** to enable/disable the setting:



C) Authentication

AssureID now provides the option to allow users to control the level of sensitivity that is used when determining the authentication result for a document transaction. The available settings are as follows:

- Normal – Default authentication sensitivity level which provides the optimal balance between fraudulent document detection, and genuine document rejection rates. AssureTec highly recommends that most users leave the service at this level
- Low – Provides a lower fraudulent document detection rate, while possibly resulting in lower genuine document rejection rates. This is not

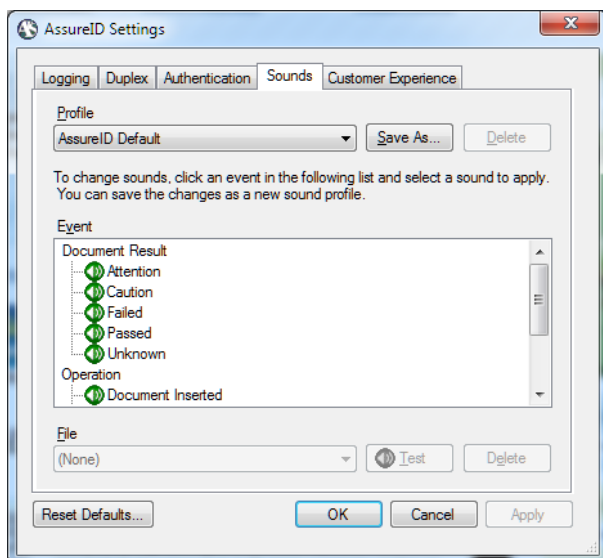
recommend for use in applications where fraudulent document detection is crucial

- High – provides a higher fraudulent document detection rate, while possibly resulting in a higher genuine rejection rate. This is recommended for use in high-security applications

After making any changes to the authentication sensitivity, the service will need to be restarted.

D) Sounds

AssureID now supports sound profiles, to allow for a richer user experience when documents are authenticated.



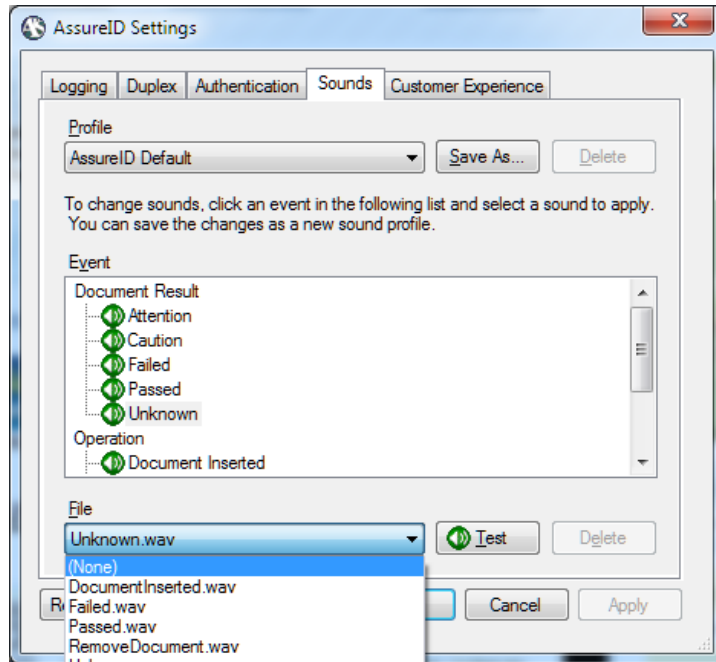
Sounds may be assigned to the following service events:

- **Document Results**
 - Attention
 - Caution
 - Failed
 - Passed
 - Unknown
- **Operation**
 - Document Inserted
 - Flip Document

- Reader Online
- Reader Offline
- Remove Document
- System Error

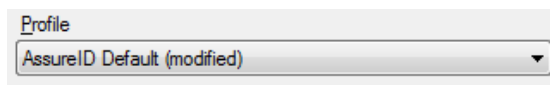
The default profile selected is **AssureID Default**, which uses default sounds assigned to Attention, Caution, Failed, Passed, Unknown, Document Inserted, and Remove Document events. If so desired, the profile **No Sounds** may be selected to mute the service and play no sounds.

It is also possible to create custom sound profiles by selecting an event from the list, and clicking the drop down box below **File** on the bottom of the applet window:

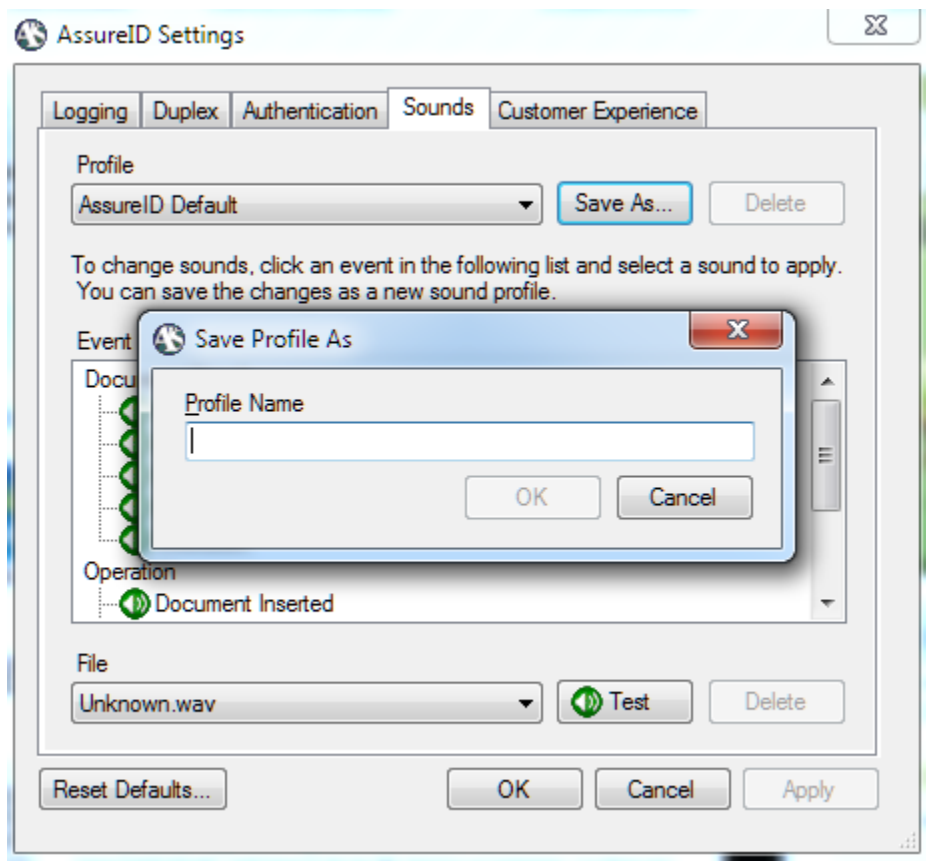


A user may either choose an existing sound from the list, or choose **Browse** to browse to a location containing the desired .wav file to be played for that event. Once a sound has been selected via the **Browse** method, it is imported into the list and can thus be chosen for any other event if desired.

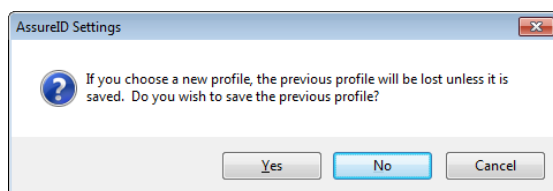
When an event is given a different sound other than that defined by the default profile, the profile name will be changed to [Profile Name] (modified):



The new profile settings may be changed by clicking the **Save As** button, and giving the profile a name:



If changes are made to the current profile, but not saved, and the user clicks a different profile from the list, they will be presented with the following dialog:



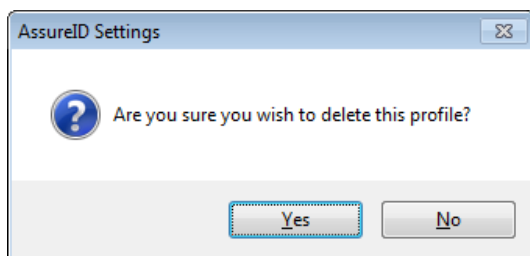
This provides the opportunity for the user to save the changed profile.

Sound profiles may be copied to other machines running AssureID by copying the `AssureTec.AssureID.Platform.SystemTray.sounds` file, located in:

- **Under Windows Vista/7/8:**
`C:\Program Data\AssureTec\AssureID\`
- **Under Windows XP:**
`C:\Documents and Settings\All Users\Application Data\AssureTec\AssureID\`

The sound profile file includes any sounds imported into a sound profile, and thus there is no need to copy the original sounds used to the target workstation.

Profiles may also be deleted by selecting the desired profile and clicking the **Delete** button:



E) Customer Experience

The AssureID Customer Experience Program (or ACE), has been designed to help AssureTec improve the quality, reliability, and performance of the AssureID software and document library.

By accepting the agreement (opting in), only anonymous information will be collected and periodically transferred to AssureTec about your workstation's hardware configuration, how you use the AssureID software and services, and how the software is performing. This information helps AssureTec identify trends and usage patterns which in turn allows for improvements to be made to the product.

At no time will any personally identifiable information from the workstation or from any of the documents processed by the software be collected. More details regarding the information collected may be viewed through our [privacy statement online](http://www.assuretec.com/policies/assureid/ACE_Privacy_Statement.htm) (http://www.assuretec.com/policies/assureid/ACE_Privacy_Statement.htm).

To opt in, simply click the radio button next to 'Yes, I would like to participate anonymously in the AssureID Customer Experience Program (recommended)'.

To opt out, click the radio button next to 'No, I do not want to participate'.

6. Upgrading AssureID

The upgrade process is almost identical to the installation process described above in the [Installing AssureID](#) section. It is not necessary to uninstall the existing software prior to upgrading.

There are currently three options available for upgrading existing installations of AssureID:

- EXE installer – executed via AssureID.exe in the exe folder on the AssureID CD or zip file downloaded from the downloads website
- MSI installer – executed via AssureID.msi in the msi folder on the AssureID CD or zip file downloaded from the downloads website
- MSP patch file installer – executed via AssureID_[version]_Patch.msp downloaded from the downloads website

All three upgrade options also offer the ability to perform remote and silent installations. For instructions on performing these tasks please refer to [Appendix A](#). The MSP patch file installer utilizes the same commands as MSI packages.

The EXE installer is best utilized when upgrading from an older AssureID installation to a current release; for example upgrading from V4.3 to V4.4. The EXE package contains all necessary prerequisites such as .NET framework and various runtime components that AssureID depends on, and will install these items if needed.

The MSI installer is recommended only when necessary such as an enterprise software deployment tool or when the install will be incorporated into a larger installation package. The MSI installer does not contain any required prerequisites; however it will check for their presence on the targeted workstation and will end the installation if the prerequisites required have not been met.

As an alternative to the MSI installer, the EXE update package may be used when moving from a recent release to a current release; for example patching from V4.4.xxxx to V4.4.yyyy. However, the EXE update package will not check for prerequisites, but will check to ensure that it can be applied to an

existing version of AssureID. It is important to read the release notes for any updates and other AssureID releases as the minimum version of AssureID necessary to update from will be listed.

7. Removing AssureID

The uninstall process will remove AssureID completely from the system. The steps required to fully remove AssureID are as follows:

Go to the **Start** button and select the following path:

XP: **Start → Control Panel → Add/Remove Programs**

Vista/7: **Start → Control Panel → Programs → Programs & Features**

If an entry for **AssureID Identification Library Update** exists in the Add/Remove Programs window, select **AssureID Identification Library Update** and then click the **Change** or **Remove** button. This will start the installation wizard to begin the uninstall process. This product will only exist if the Assure Identification Library was updated since the original installation.

Now select **AssureID** from Add/Remove Programs and then click the **Change/Remove** button.

When finished, the files that were created during the installation process will be deleted. Note that some files may not be deleted and may be manually deleted after AssureID has been removed. These files are located in the following paths:

- **C:\Program Files\AssureTec\AssureID** (or an alternate program files path selected during installation)

7. Configuring for Use with the *i-Dentify* Document Reader/Authenticator

To use the AssureID with the *i-Dentify* Document Reader/Authenticator, the following steps must be followed in order to install and configure the *i-Dentify* hardware:

1. Unpack and install the *i-Dentify* hardware as described in the [*i-Dentify Document Reader/Authenticator User's Guide*](#).
2. Calibrate the *i-Dentify* hardware following the process described in the [*i-Dentify Image Calibration Wizard*](#) section of this manual.
3. Reboot the computer (or restart the AssureID Service) to ensure that the hardware and calibration are initialized properly by the software.

Once the computer has rebooted, AssureID should now be ready to operate with the *i-Dentify* Document Reader/Authenticator.

8. Configuring for Use with the *i-Identify* Device Emulator

Note: The i-Identify Device Emulator is only installed as part of AssureID Developer installations.

The i-Identify Device Emulator has been updated to accommodate a new document sample format (".sample"), along with an updated user interface as well. The new

To use the AssureID software with the *i-Identify* Device Emulator, perform the following steps to setup the emulator:

1. Create a folder called EmulatorSamples under

Under Windows Vista/7/8:

```
C:\Users\Public\Public Documents\My AssureID  
Data\
```

Under Windows XP:

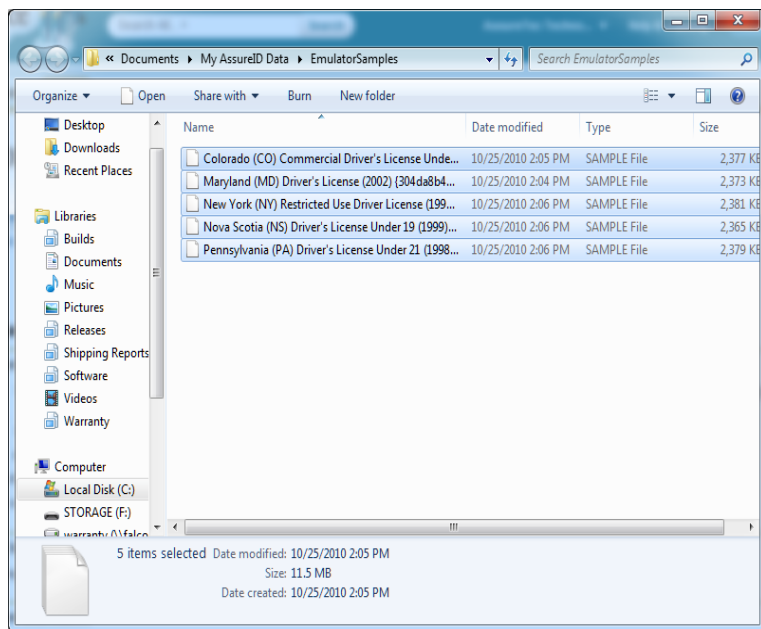
```
C:\Documents and Settings\All Users\Shared  
Documents\My AssureID Data\
```

Note: if you changed the data path during installation you will need to create the EmulatorSamples folder in that location.

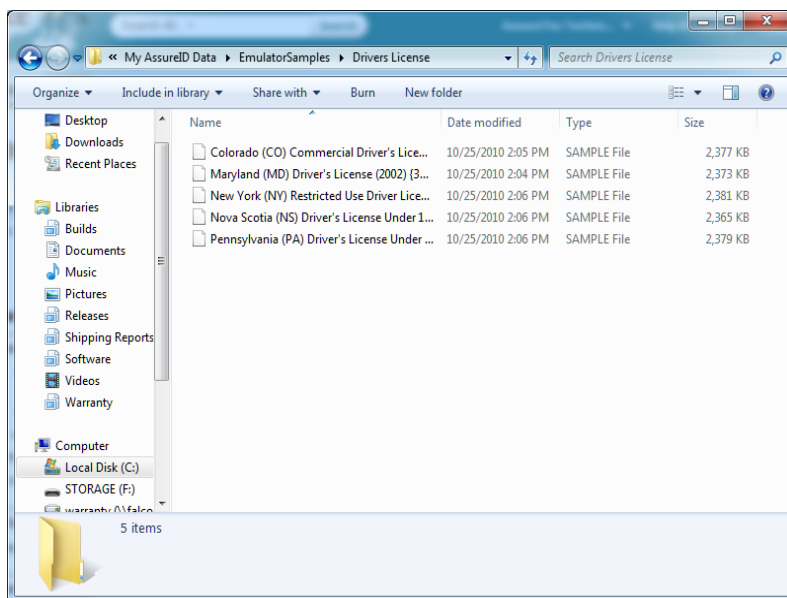
2. Samples should first be copied to the EmulatorSamples folder *prior* to launching the application. The Device Emulator will not see samples added post launch until the user either closes and restarts the application, or manually refreshes the list of available samples.
3. Copy document samples to the newly created folder. A **Samples** folder has been provided on the AssureID Installation CD-ROM and its contents may be copied into the folder.

The emulator now allows for .sample files to be simply copied to the EmulatorSamples folder, and also for the .sample files to be nested (placed) inside other folders:

Example 1: *.sample files copied directly to the EmulatorSamples folder*



Example 2: *.sample files nested inside other folders residing in EmulatorSamples*



Once the emulator samples have been added, the AssureID applications (such as the AssureID Tutorial) may be launched. In order to control the emulator, the *i-Dentify Device Emulator* tool will need to be running at the same time. The *i-Dentify Device Emulator* tool can be launched from the start menu using the following path:

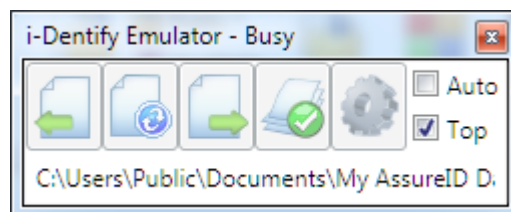
Start → AssureID → Tools → i-Dentify Device Emulator



The user interface features four control buttons (from left to right):

- Previous Sample - go to the previous sample
- Next Sample - go to the next sample
- Select Samples - select samples available in the EmulatorSamples folder
- Options

Under the row of buttons is the optional status bar. This shows the name of the current (most recently processed) sample. The sample name is clipped in the main window, however the full name may be displayed as a tooltip by hovering over the text. The title bar of the application additionally shows the status of AssureID (Ready, Busy, etc.).

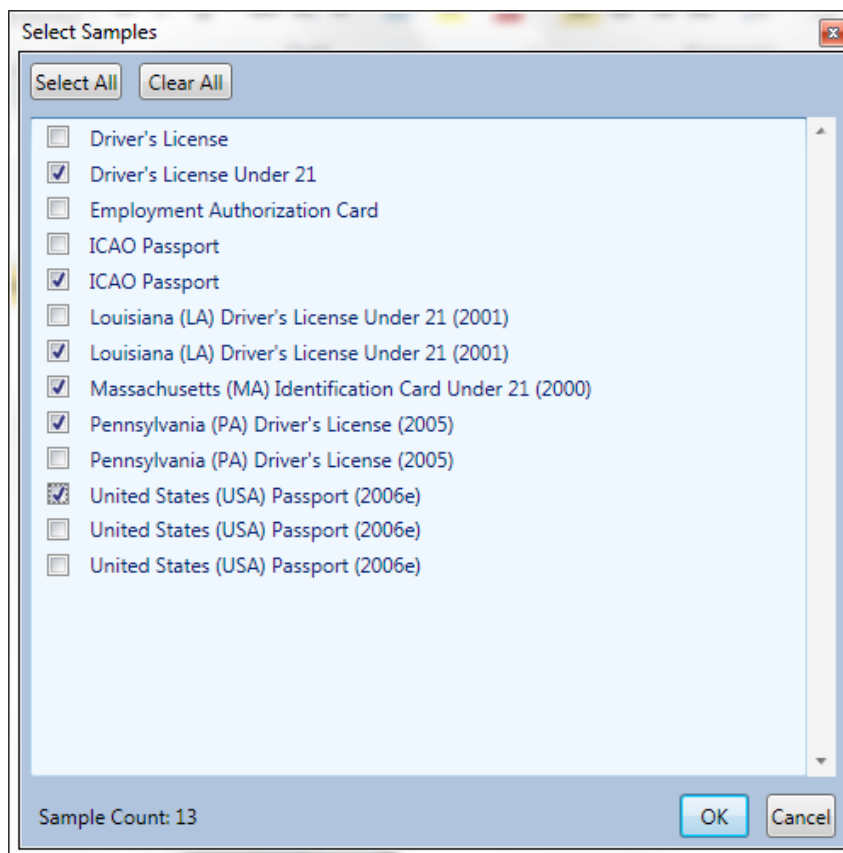


The options dialog allows the user to configure the application which includes:

- Emulator Samples Directory – specify a directory other than the default EmulatorSamples directory (requires that you restart the AssureID service)

- Icon Size – change the size of the icons to either large or small for the application
- Show Status – show the document name being processed as well as the status of AssureID
- Default – return all options to their default value

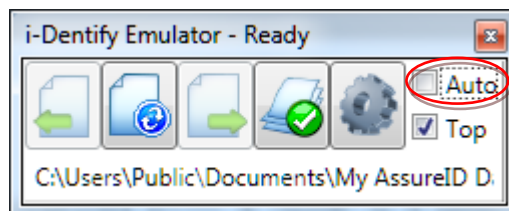
To process sample documents, the user will need to select the samples to use. This can be accomplished by selecting the Select Samples icon; represented by the icon of a stack of documents with a check mark. This will result in a dialog which scans the specified samples directory and then displays the resulting documents available for use as shown below:



Users may either click the check box next to each sample that they would like to use, or click the Select All button to select all of the available samples for use. Once the samples to be used have been selected, the user will also need to highlight a sample to start with, simply by clicking on an entry, and then selecting OK. This will tell the emulator where to start in the list of samples and will then

begin to process the sample(s). Only samples that have been checked for use will be processed when the user clicks the Previous and Next buttons in the emulator.

At any time, the user may check the Auto checkbox on the main emulator window:

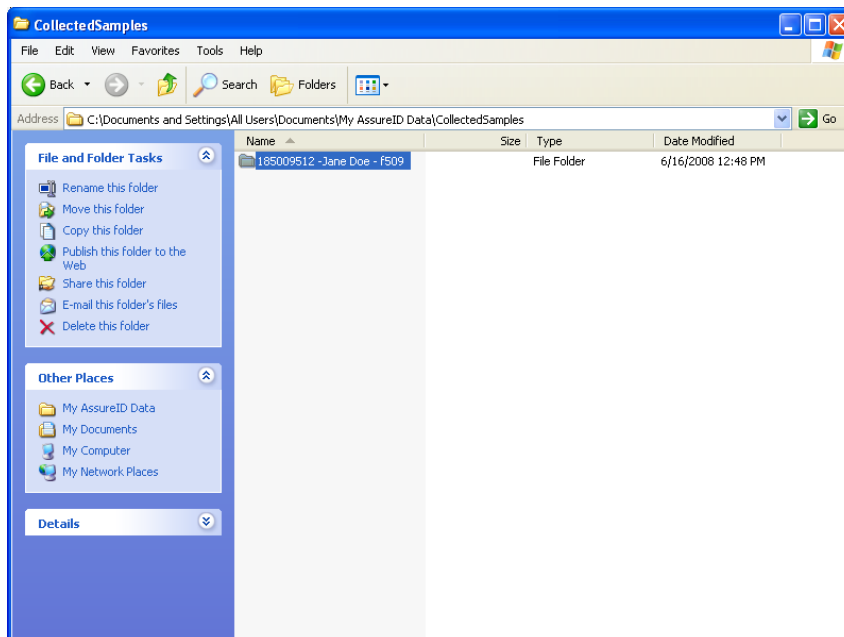


This will automatically advance to the next available document sample as soon as the current document transaction is complete. If no transaction is currently running, checking the Auto checkbox will start processing samples. Once the list of available samples has been processed, the application automatically disables the Auto checkbox.

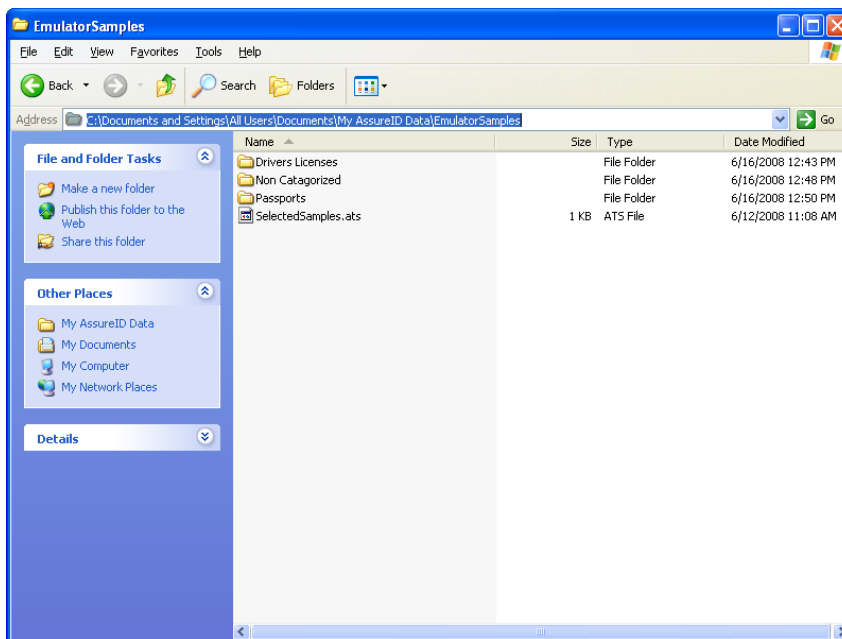
It is important to note that users may run only once instance of the i-Dentify Emulator at one time. The i-Dentify Emulator also creates a log file of it's activity, which is used for support instances when needed. This log file is written to the same logs directory as the AssureID Service and other components of the AssureID Platform (please refer to [Appendix B](#) for complete information on file locations).

For Legacy Samples (samples consisting of multiple image sources such as white.bmp, UltravioletA.bmp, etc):

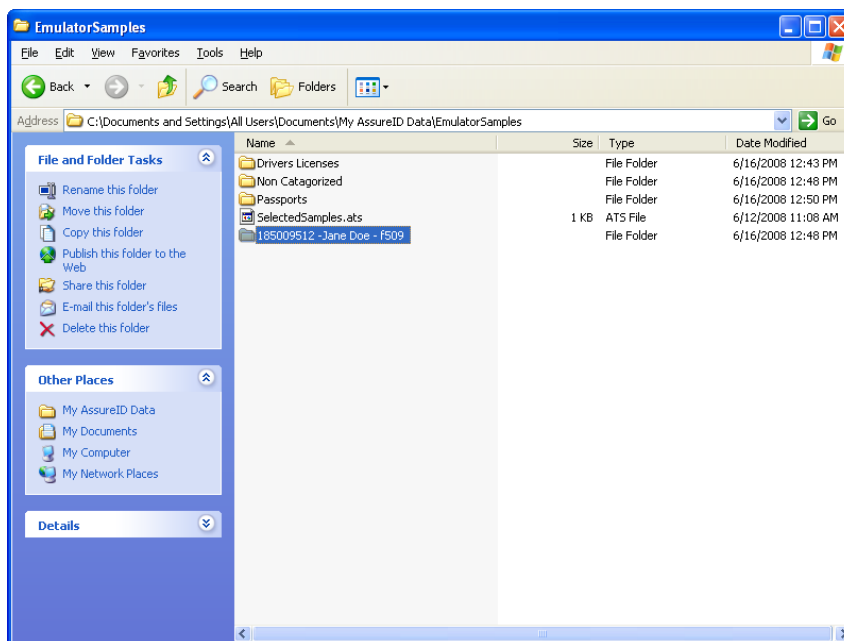
Legacy sample document folders should be copied in their entirety from the location that was specified in the Sample Collector application, to the EmulatorSamples directory. For instance, in the following image, there is a folder called 185009512 -Jane Doe - f509 located in C:\Documents and Settings\All Users\Documents\My AssureID Data\CollectedSamples , as seen in the following image:



The path under which sample documents would be stored for the Device Emulator is C:\Documents and Settings\All Users\Documents\My AssureID Data\EmulatorSamples as seen in the following image:



The folder 185009512 -Jane Doe - f509 should be copied in its entirety, to the EmulatorSamples directory, as seen in the following image:



➤ Samples should be organized underneath the EmulatorSamples directory, in a manner that makes the most sense to the user. This allows the user to easily find and use different samples, versus having to extensively search for them. For instance, a user may have folders organized as follows:

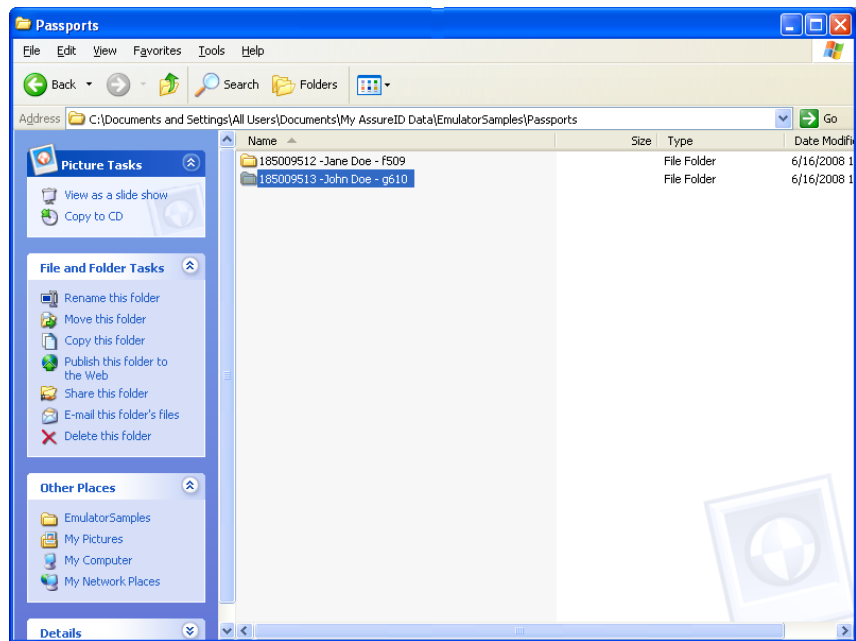
- Under ..\EmulatorSamples\
 - Passports
 - US
 - Europe
 - China
 - Drivers Licenses
 - Maine
 - Vermont
 - New Hampshire
 - Travel Permits
 - Hong Kong
 - China
 - Unknown Documents

➤ Sample document folders should also not be placed underneath other sample document folders. For instance, the folder 185009512 - Jane Doe - f509 located underneath the organizing folder ..\Passports\Europe\ should ONLY contain the files created by the Sample Collector for 185009512 -Jane Doe - f509 . If you have a

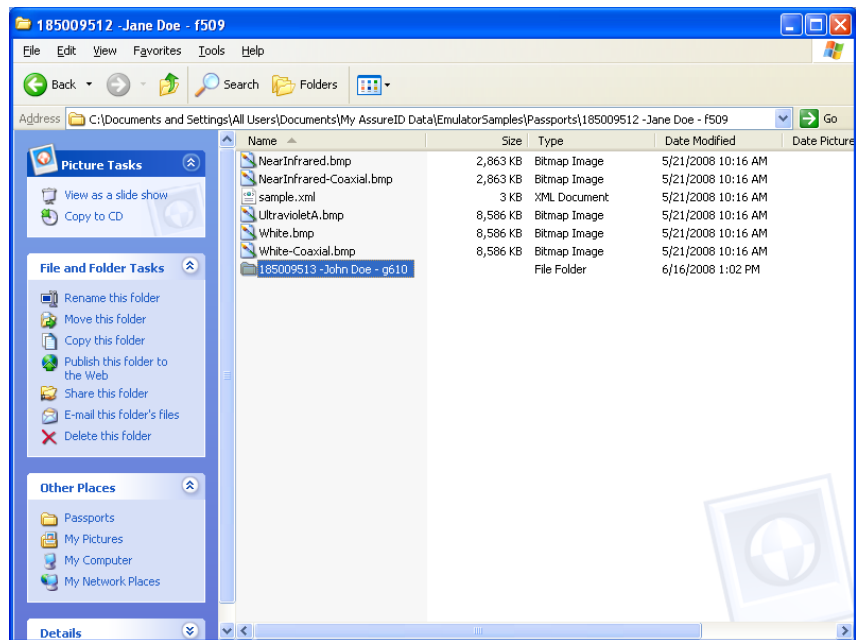
AssureID™ User's Guide

sample document called 185009513 – John Doe – g610, it should be placed directly under ..\Passports\Europe\ :

Correct:



Incorrect:



- If you are using document samples that have not been captured with the Document Sample Collector or Reveal-ID application, then to ensure that the document samples are compatible with AssureID, follow the guidelines below:
 - Samples should be placed in the same directory structure as those document samples collected by the Sample Collector
 - E.g. You have a folder called Drivers License and underneath this folder is a folder that contains the sample images called 2008 CA John Doe rivers License
 - The sample images should be named correctly, depending on the source:
 - In this example, a user has a 2008 California Drivers License. The images captured in bitmap format include near-infrared, ultraviolet-A, and white (visible) light. The file names of each of the images should be as follows:
 - Near-infrared => NearInfrared.bmp
 - Near-infrared back => Back-NearInfrared.bmp
 - Ultraviolet-A => UltravioletA.bmp
 - Ultraviolet-B => UltravioletB.bmp
 - White (visible) => White.bmp
 - White (visible) coaxial => White-Coaxial.bmp
 - White (visible) back => Back-White.bmp
 - Respectively, if the images were captured as jpg or jpg2000, then the extensions would of course be .jpg or .jp2, etc.
 - Images should also be set to the correct resolutions, depending on which device they are attempting to emulate. The following table provides the correct resolutions for each of the i-Dentify devices:
 - ID-150 – 600dpi
 - ID-300 – 250dpi

- ID-400 – 400dpi
- ID-450 – 410dpi (Rev1 devices)*
- ID-450 – 403dpi (Rev2 devices)*
- RTE8450 and 8450 HS – 403dpi
- 3M AT9000/MK2 – 400dpi
- 3M Kiosk – 380dpi
- 3M KR9000 – 400dpi
- 3M QS1000 – 400dpi
- 3M CR5400 – 400dpi
- ARH PRMc – 400dpi
- ARH Combo – 400dpi
- DESKO PENTA – 260dpi

**Note: For customers who are unsure of which ID-450 revision they have, please contact AssureTec Technical Support with your serial number(s) for identification.*

- Additionally, if an image captured was captured at 400dpi resolution, then the resolution on that image should be set to 400dpi and not, for example, 300dpi. This ensures a better chance of compatibility with the Device Emulator. Resolutions can be set using your preferred image editing application/suite. Please consult that software application's guide(s) for instructions on setting resolutions.

9. AssureID Tutorial

The AssureID Tutorial is a demonstration application found only in AssureID (Develop Install). It is used to read and report results from captured documents and can function as a Tutorial. The application has the ability to function with the *i-Dentify* hardware or with the *i-Dentify* Device Emulator. The AssureID Tutorial application requires the software be completely installed and configured prior to being used. For more information, see the [Configuring for Use with the i-Dentify Document Reader/Authenticator](#) or [Configuring for Use with the i-Dentify Device Emulator](#) sections.

To start the AssureID Authenticator from the Start menu, use the following path:

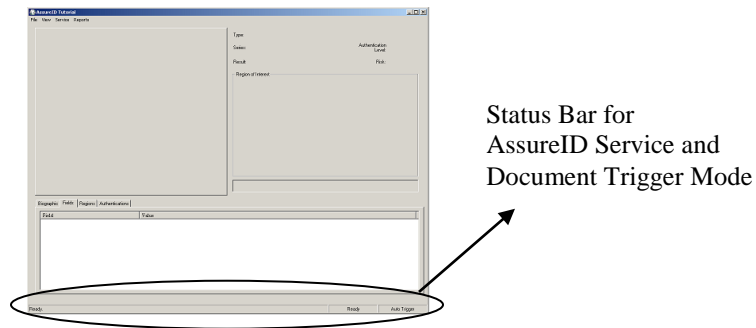
Start → Programs → AssureID → AssureID Tutorial

A. Language

The application user interface is viewable in English or Spanish. Tutorial will use Spanish if it installed on Spanish Windows. Otherwise, it will use English. The language view can be changed from English to Spanish, by selecting the desired language from the **View → Language** path of the main menu.

B. AssureID Service

Upon starting the AssureID Authenticator, the initial screen is empty except for the status bar, which is located at the bottom of the screen. The Status bar displays updates for the AssureID Service and Document Trigger Mode. The initial view should display either **Ready** or it will display **The AssureID Service is not currently running**.



If the status bar states **Ready**, the application is ready to trigger documents. However, if the status bar states **The AssureID Service is not currently running**, the service must be restarted before attempting to capture documents. The following steps will restart the AssureID Service:

- From the main menu, select the path: **Service → Restart Service**
- The status bar will change from to **Restarting the AssureID Service**.
- The status bar automatically changes to **Ready** when the service has successfully started.

Important Note:

- If an error occurs, please refer to sections [Configuring for Use with the i-Dentify Document Reader/Authenticator](#) or [Configuring for Use with the i-Dentify Device Emulator](#) to ensure that the software is properly configured.

C. Capturing Documents

Once the AssureID Service is running, the application is ready to capture documents.

If using the *i-Dentify Document Reader/Authenticator*, documents can be captured by simply inserting the document into the reader. For more information on how to properly insert documents, please refer to the *[i-Dentify Document Reader/Authenticator User's Guide](#)*. When the capture has completed, the document must be removed before inserting another document.

If using the *i-Dentify Device Emulator*, please refer to the [Configuring for Use with the i-Dentify Device Emulator](#) section on how to start and use the emulator tool.

The user also has the option of manually triggering a document capture. This can be useful if a particular document needs to be captured repeatedly with either the reader or emulator. To trigger a document capture manually, select **Service → Trigger Now** from the main menu or press **Ctrl+T**.

The **Auto Trigger** menu option should normally be left in the “checked” state. If checked, documents will be automatically captured when inserted (or when the emulator tool's navigation button is pressed). If not checked, documents will not be captured until the **Trigger Now** menu option is selected. The automatic

capturing of documents (when inserted) option can be disabled by selecting the **Service → Auto Trigger** from the main menu option or by pressing **(Ctrl+A)**. If documents are not being captured when inserted, check this menu option to make sure it is indeed “checked”.

D. Document Results Display

As a document is being captured, the results of the AssureID capture, read, and authentication processes are displayed within the application.



The application is divided into several areas. These areas are described below:

Document Image

The Document Image panel displays captured images of the document under one or more light sources (such as white light, near-infrared, ultraviolet, etc.). The number of images and light sources will vary between document types, as only the relevant light sources are captured for a given document type.

Document Type

The Document Type field displays the type of document as classified by the AssureID Identification Reference Library.

Document Series

The Document Series field displays the series of document as classified by the AssureID Identification Reference Library.

Authentication Level

The Authentication Level field displays the authentication of document as classified by the AssureID Identification Reference Library.

Result and Risk

The Result field displays the result of the authentication process. When the authentication process completes, a risk value is displayed in the Risk field with a value from 0.0 to 10.0. Zero indicates very low risk; ten indicates extremely high risk.

Region of Interest

The Region of Interest displays a selected region clip from the document. The Region of Interest is linked to the Fields, Regions and Authentication tabs. To view a region image clip, select the Fields, Regions or Authentication tab and click on a name. The clip associated with the name will be displayed in the Region of Interest area.

Region of Interest Value

The Region of Interests Value displays the text value that was read from a region (via OCR). When a field name is selected in the Fields Tab, the associated text value read from that region will be displayed in the Region of Interest Value field.

Biographic Tab

The Biographic Tab displays field names and values for the document. The field values available may vary between the different document types.

Biographic | Fields | Regions | Authentications

Name: HANG | LOI

Sex: Male Expiration Date: 12/29/2004

Age: 35 Issue Date: 12/29/1999

Birth Date: 07/19/1968 Document Number: M000000

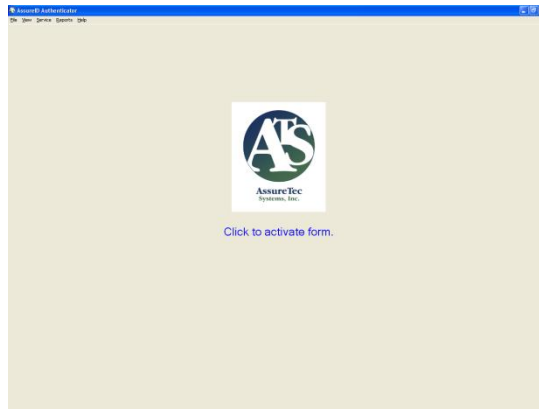
Fields Tab

A field is a data element that contains either text or an image extracted from a document. The Fields Tab displays field names and values for the document. The fields listed will likely vary between different document types.

Fields | Regions | Authentications

Field	Value
Birth Date	10/31/1994
Document Class Code	P
Document Class Name	Passport
Document Number	S0000001
Expiration Date	11/1/1994
Given Name	JANE
Issue	
Issue Date	11/1/1994
Issuing State Code	AUS
Issuing State Name	Australia

The Fields Tab font can be changed by selected **View → Fields → Font** from the main menu. The field information can be displayed in “tree” form by selecting **View → Fields → View** from the main menu.



10. AssureID Tools

AssureID includes a number of tools to assist in various tasks, including:

- Collection, indexing, and management of sample images for training and archival purposes.
- Initial calibration for an *i-Dentify* Document Reader/Authenticator.

A. Document Sample Collector

The Document Sample Collector is a tool provided to assist in the collection of document samples. Images of and other data from captured documents are indexed and stored in a secure file. These samples may be collected and used later, for example to customize or further develop the AssureID Identification Reference Library.

This tool has been updated with a new user interface along with several new features including support for a new secure “.sample” file format.

Captured documents images are stored in the following directory by default:

Under Windows Vista/7:

```
C:\Users\Public\Public Documents\My AssureID  
Data\CollectedSamples
```

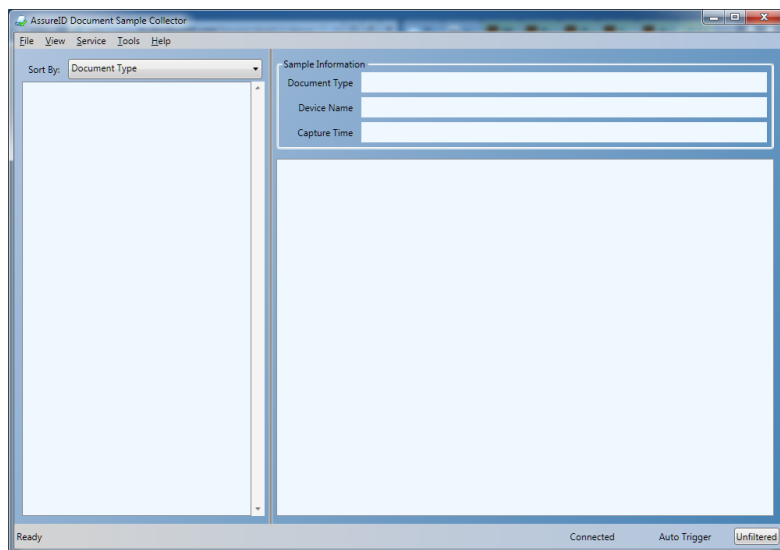
Under Windows XP:

```
C:\Documents and Settings\All Users\Shared  
Documents\My AssureID Data\CollectedSamples
```

Note: This location will be different if an alternate data storage location was chosen during the installation process.

The Document Sample Collector application can be started via the Start menu:

Start → Programs → AssureID → Tools → Document Sample Collector



Upon opening the application, the collected samples directory will be parsed for any available samples. If the collected samples directory does not exist, the user will be prompted to specify a location to save the samples to. A progress bar is displayed while the application calculates and displays the sample list. To refresh the list at any time, the user may select “Refresh Sample List” from the “View” menu or hit F5 on the keyboard.

These samples are organized in the sample list and sorted by the selected sort order. By default the sort order is by Document Type. Users may also sort by Capture Date, or by Document Reader.

Sort By & Grouping

The list of samples is sorted and grouped based upon the selected sort order:

- Document Type – samples are grouped by document type (e.g. Drivers License, VISA, Passport) and then sorted by capture date (most recent capture first)
- Capture Date – samples are grouped by capture date and then sorted alphabetically by document type

- Document Reader – samples are grouped by document reader (e.g. ID-150, ID-450), and then sorted alphabetically by document type

Viewing Samples

To view an available sample, the user need only click an entry from the list of samples:

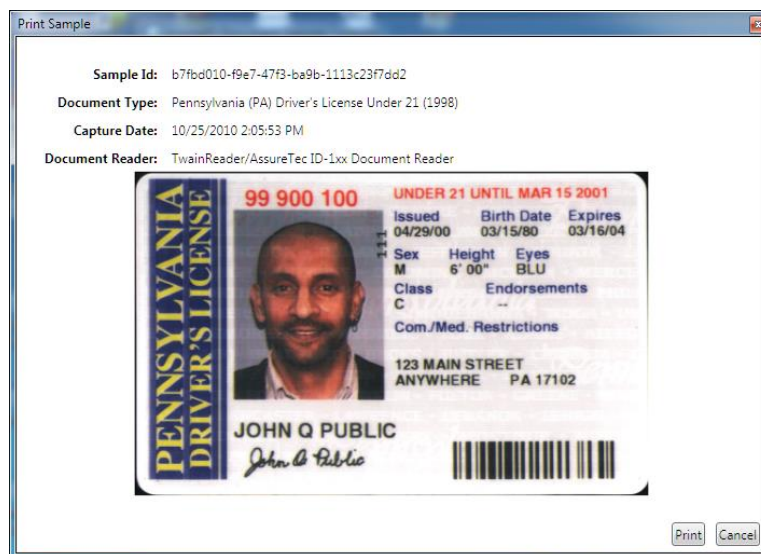


Additional information; such as the document type, device name and capture time; will be displayed if available. Images captured for the given sample will also be displayed on separate tabs respectively (e.g. White, Nearinfrared). If additional binary (non-image) document data was captured with the sample (i.e. magnetic stripe data, 2D barcode data, RFID chip data (for each available data group)), these data are displayed on their own tabs. The display will also include a tab entitled “Sample Information”, which may contain, if available, additional information about the sample such as the version of AssureID used to capture the sample and additional information about the document reader used. This information will only be displayed if it is available in the sample.

Hovering the cursor over a sample in the list displays a tooltip containing the complete name of the sample as well as its location on disk.

Right-clicking on a sample in the list displays a context menu with additional functionality.

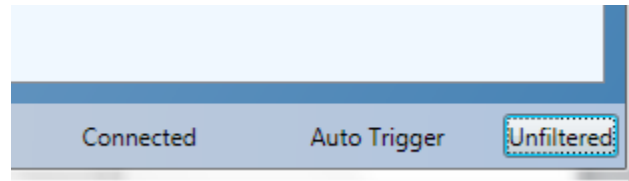
- Show in Windows Explorer - opens a Windows Explorer window and selects the sample's `.sample` file
- Review Sample – Available if the AssureID DAP service is running, reruns the selected document sample through the AssureID service. Note that a new document sample will not be available for AssureID document transactions run from document samples.
- Print Sample - allows the user to print a quick report of the selected sample



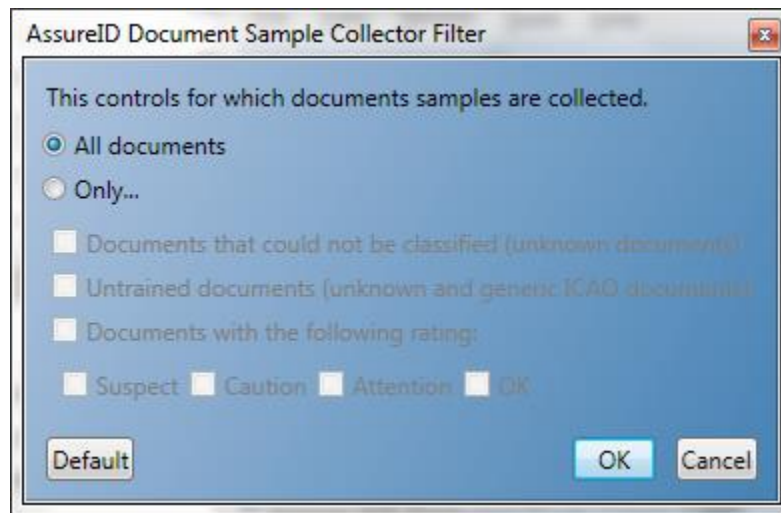
- Send Sample to AssureTec - (optional) If the user has enabled this (see "Options" below), allows the user to send the selected `.sample` file to AssureTec via email.
- Upload Sample to AssureTec – Allows the user to automatically upload the selected `.sample` file to AssureTec transparently in the background (via the *AssureID Customer Experience Program*).

Filter

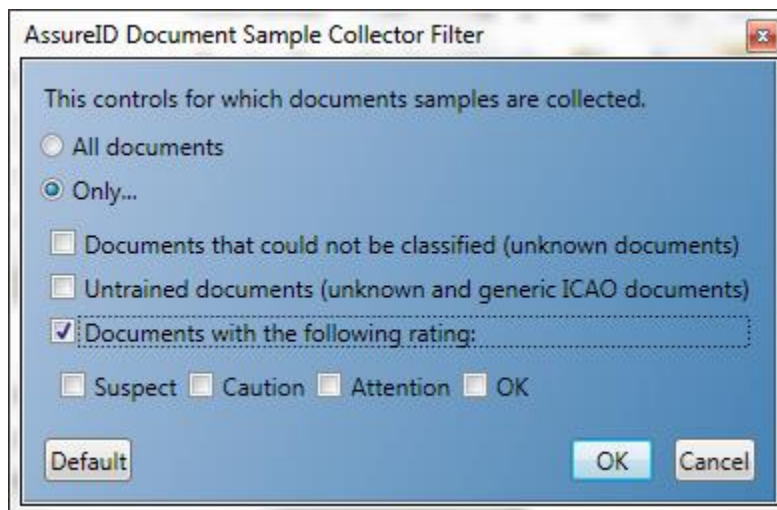
By default, the Document Sample Collector application collects a sample of any document processed by AssureID while the application is running. This collection mode is indicated by the text on the button in the lower right corner of the application's main panel, which will say "Unfiltered".



The user may wish to have more control over which documents have samples collected by modifying the document collection filter. Clicking the button displays the "AssureID Document Sample Collector Filter" dialog.

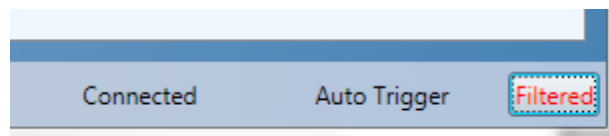


The filter allows the user to indicate that Document Sample Collector should collect samples for "All documents" (the default), or only for documents that satisfy the specified conditions.



If enabled, only documents processed by AssureID that satisfy the specified conditions will have document samples collected. All others will simply be ignored by the Document Sample Collector.

If the user engages the collection filter, this will be indicated on the main panel by a change in the display of the Filter button, which will display the word “Filtered” in red.



This informs the user that document sample collection is being filtered, and that certain documents will not have samples collected.

Menu System

The menu system in Document Sample Collector allows users to select from a number of commands.

File:

- Open Sample - allows the user to open a document sample by selecting it from a file selection dialog. The sample can reside anywhere on the system or externally to the system (e.g. on a flash drive). Users may change the file filter in the open file dialog to filter for different file types. Sample files now have the “.sample”

extension, while legacy samples may be opened by selecting their "sample.xml" file

- Delete Sample – allows the user to delete a selected sample from the list of available samples
- Import Sample - allows the user to select a document sample to be imported into the currently configured collected samples directory. Additionally, the Document Sample Collector will also check to see if the sample being imported already exists in the target directory. If the sample already exists, then it will not be re-imported
- Exit – exits the application

View

- Refresh Sample List (F5) – allows the user to refresh the list of available samples at will (alternatively the user may also press F5 on their keyboard)

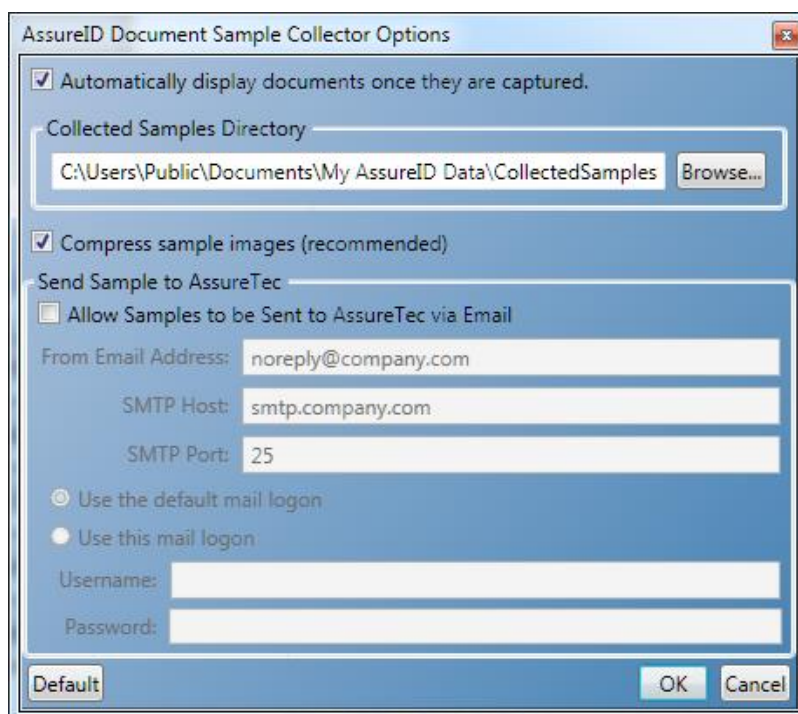
Service:

- Restart AssureID Service – allows the user to manually restart the AssureID service
- Stop AssureID Service – allows the user to manually stop the AssureID service
- Auto Trigger – allows the user to manually enable or disable the automatic collection of documents when they are inserted into a supported reader
- Capture from Device – allows the user to manually capture a document (such as if they want to scan the same document a second time without removing the document from the reader). This is a menu of available document readers. The most recently used reader will be triggered via Control + T (for "trigger"). If only one reader is available, that reader may be triggered via Control + T. Note that since document samples are not available for "virtual" document readers (such as *i-Dentify Emulator*), only physical document readers are available on this list of readers.

- Review Sample – Available if the AssureID DAP service is running, reruns the selected document sample through the AssureID service. Note that a new document sample will not be available for AssureID document transactions run from document samples.
- Document Detect Enabled – allows the user to manually disable or enable Document Detection
- Duplex Enabled – allows the user to enable or disable the “duplex” mode for subsequent document transactions. Duplex mode indicates to AssureID that for document readers capable of capturing only one side of a document at a time, AssureID should display a message instructing the user to manually flip a document in the reader at the appropriate time during the capture process.
- Cancel Document – allows the user to manually cancel the collection of a given document. Alternatively this can be called via Control + Z on the keyboard

Tools

- Options – presents the user with the following dialog of configurable options:

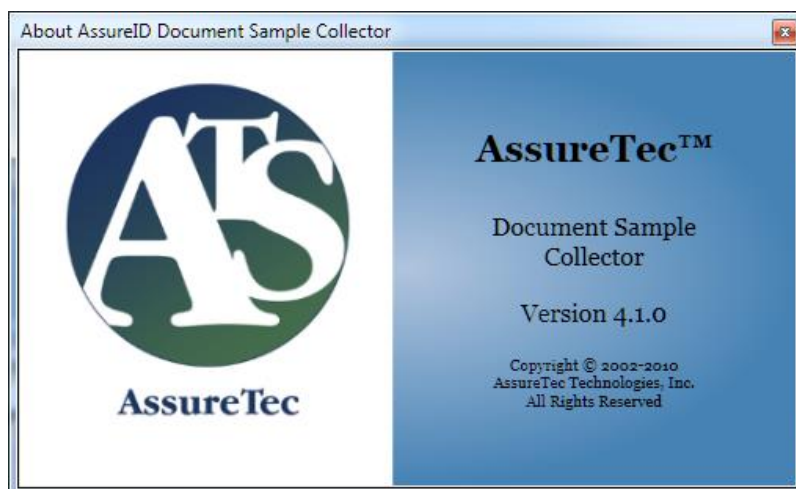


- Collected Samples Directory – allows the user to specify the directory for collected samples to be stored via clicking the Browse button and then specifying the desired folder
- Compress sample images – compresses the size of the sample images in order to save space. AssureTec recommends that this option remain checked, as it helps conserve disk space, while still retaining the image quality of the given sample
- Allow Samples to be Sent to AssureTec Via Email – this allows users to allow each scanned sample to be sent automatically via email to AssureTec. When enabled, the user will need to specify their email address, the SMTP host to send the email through, and the port that the designated SMTP host is running on. If a username and password is needed to logon to the SMTP server, it may be specified by clicking 'Use this mail login'.

To save settings specified in Options, click the OK button in the lower right of the window. If the user so chooses, they may also reset all settings to their defaults by clicking the Default button in the lower left of the window. To cancel any changes made, simply click the Cancel button in the lower right of the window.

Help

- About – selecting About will present users with the following dialog. To close it, simply either click inside the dialog or click the red X in the upper right.



B. *i-Dentify* Image Calibration Wizard

Each *i-Dentify* Document Reader/Authenticator is aligned and calibrated at the factory to ensure that each unit provides optimal and consistent illumination and image quality.

The AssureID software provides an additional image calibration procedure that greatly improves the quality of images obtained from the *i-Dentify* hardware. The calibration procedure is specific to each device. This procedure should be run anytime an *i-Dentify* ID-300, ID-400, device is connected to a PC for the first time. An ID-450, RTE8450 and RTE8450HS device requires calibration, but since the calibration information is retained on the device, it does not require recalibration when the device is moved to another PC.

Devices that do not require any calibration include the ID-150, ID-1501, 3M AT9000/MK2, 3M Kiosk, 3M KR9000, 3M QS1000, 3M CR5400, ARH PRMc, ARH Combo, ARH KioskScan and DESKO PENTA readers.

If the calibration procedure is not performed each time an *i-Dentify* device is connected to a workstation for the first time, the end-user will receive unpredictable, substandard results.

The AssureID software provides an ***i-Dentify* Image Calibration Wizard** application to perform this software calibration procedure. In order to perform a calibration, you will need the following:

- The AssureID software needs to be installed on the PC.
- An *i-Dentify* device must be connected to the PC and powered on. For more information, refer to the [i-Dentify Document Reader/Authenticator User's Guide](#).
- Prepare or obtain an approved calibration target. This is described in more detail below.
- If image calibration files were provided with each *i-Dentify* unit, you may skip the calibration procedure and copy the calibration files provided using the steps described in the [Copying the Calibration Information from one PC to Another](#) section.

Before starting the *i-Dentify* Image Calibration Wizard, ensure that the *i-Dentify* hardware is properly connected to the workstation. For more information, refer to the [i-Dentify Document Reader/Authenticator User's Guide](#).

i) Prepare the Calibration Target

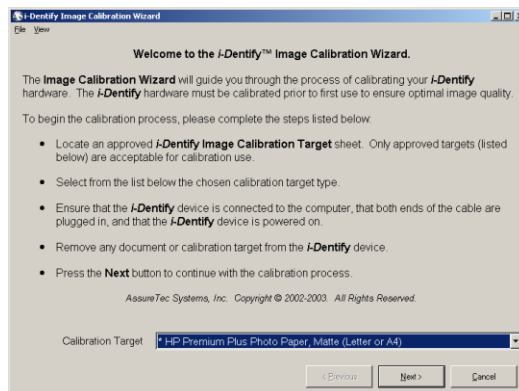
In order to perform the calibration, a calibration target is required. A calibration target is an approved white paper that's dimensions are approximately 5½" x 4". The user may construct their own calibration target, but it must be constructed using one of the paper types/brands listed below:

- HP Premium Plus Photo Paper, Product # Q5450A (Letter or A4)
 - Depending on the source (vendor) of the paper, it may be labeled as HP Premium Plus Photo Paper, Soft Gloss or HP Premium Plus Photo Paper, Matte.
 - For ID-300, ID-400, 8450, and 8450 HS devices, the size of the targets are cut to 5.5" x 4.25".
 - Customers who are under active maintenance may obtain additional calibration targets from AssureTec free of charge (if shipped via standard mail) by submitting a request to Orders@AssureTec.com. Please be sure to note the quantity needed.

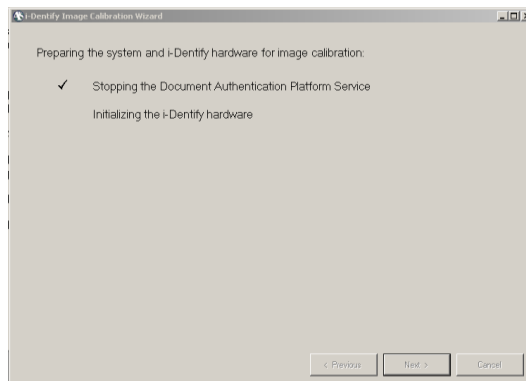
ii) Running the Calibration Wizard

To start the calibration application from the Start menu, use the following path:

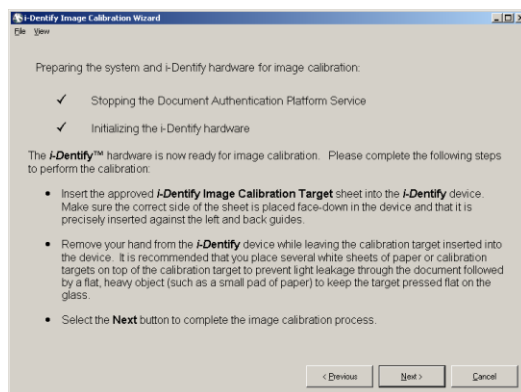
**Start → Programs → AssureID → AssureID Tools →
i-Dentify Image Calibration Wizard**



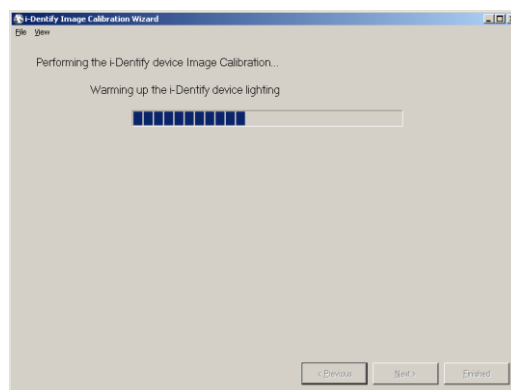
The Welcome screen appears. Select the appropriate type of calibration target from the drop-down list and click the **Next>** button.



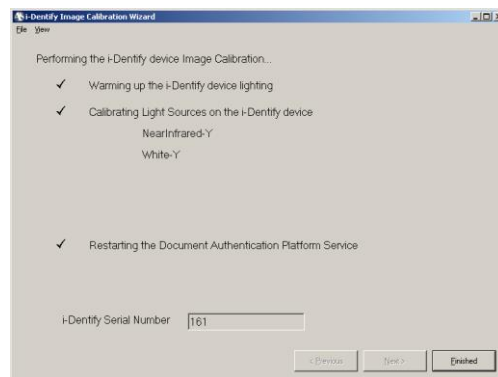
This screen prepares the computer and the *i-Dentify* hardware for calibration. The process includes stopping the AssureID Service and then initializing the *i-Dentify* hardware.



When the wizard has completed preparation, the user is instructed to insert the calibration target. It is very important that the calibration target is flat on the glass platen and flush against the back and left edges. Follow the directions in the application and then click the **Next>** button to begin calibration.



The calibration process is automatic requiring no user input (other than ensuring the calibration target does not move).



After the wizard has completed calibration, it displays the serial number of the *i-Identify* hardware that has been calibrated. At this point the user may click the **Finish** button to complete the process and exit the calibration wizard. The computer is now ready to run the AssureID applications with the calibrated *i-Identify* hardware.

iii) Copying the Calibration Information from one PC/Device to Another

Nominally is not recommended to copy other device's calibration images to other devices or workstations for use. Instead it is recommended that each device be calibrated individually per workstation. In some cases however, such as for advanced troubleshooting it may be necessary to manually copy existing calibration images.

The location of the calibration images of a device will depend on its model number

For the ID-300, and ID-400 readers these will be located in:

Under Windows Vista/7/8:

C:\ProgramData\AssureTec\AssureID\Devices

Under Windows XP:

C:\Documents and Settings\All Users\Application Data\AssureTec\AssureID\Devices

(A folder will appear for the individual device (e.g. ID-300, ID-400))

For the ID-450, RTE8450, and RTE8450HS the calibration images are stored on the RTE8000MSD flash drive in the ATS folder.

For each *i-Dentify* unit, there will be one or more Windows bitmap files (.BMP) that contain the calibration information for each calibrated light source.

Each calibration filename contains the serial number of the *i-Dentify* unit and light source it applies to. For example, given the filename:

101-NearInfrared-Y.bmp

This file contains the calibration information for Near Infrared lighting for the *i-Dentify* device with serial number 101.

These files may be moved from PC to PC, allowing the *i-Dentify* hardware to be moved between computers without requiring a recalibration. To move the calibration information for a single serial number, simply copy all BMP files starting with the desired serial number to the **hw** directory of the target PC.

If you were provided calibration files on CD-ROM with your *i-Dentify* hardware, you can simply copy the BMP files to the applicable directory without performing calibration yourself. If you have calibration files for multiple units, copying all files to each PC's applicable directory is acceptable. The software will use the files with the matching serial number at runtime.

C. Document Library Customization Tool

The Document Library Customization tool is designed to provide system administrators with the ability to easily customize and streamline the document library to their organizations specific needs and replicate the changes across multiple systems.

This tool allows the customization of the following features within the library:

- Authentications
 - Individual and/or all authentications (e.g. UV overlay pattern) can be enabled or disabled.
 - Important of individual authentications may be raised or lowered.
- Documents
 - Specific documents can be enabled or disabled.
 - Document classes (e.g. Drivers License) can be enabled or disabled.

- Fields
 - Specific and/or all document fields (e.g. 2D Birth Date) can be enabled or disabled.
- Images
 - Specific and/or all light source captures (e.g. Coaxial NearInfrared) can be enabled or disabled (White Front or NearInfrared Front enabled in order for classification and authentication to work).

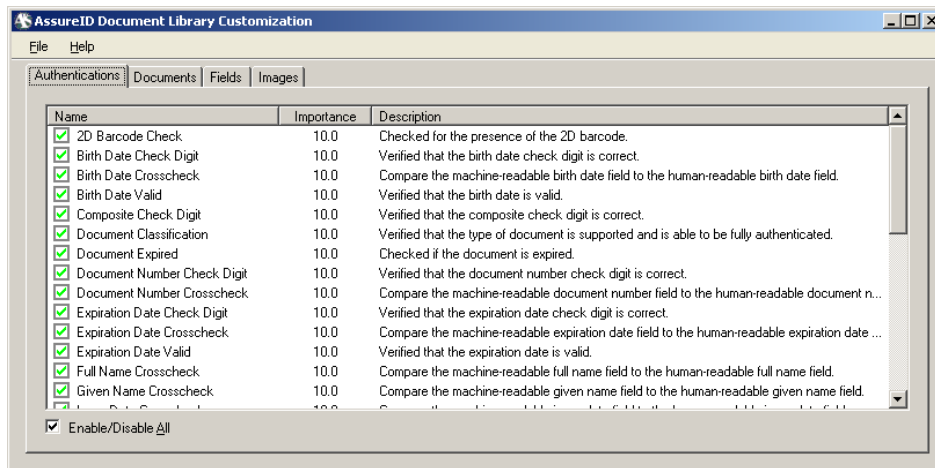
It is very important to note that this tool is only for use by advanced users or under the guidance of AssureTec. AssureTec recommends that the default settings (*especially* the weight of various tests and authentications) be kept as is. Changing the values of the tests and authentications may result in skewed results, for which AssureTec claims no responsibility for.

i) Launching the Library Customization Tool

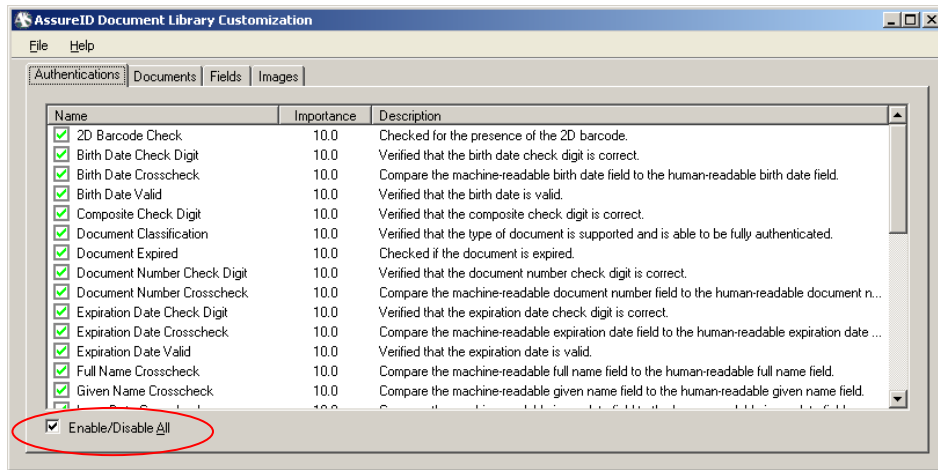
Start → Programs → AssureID → AssureID Tools → Library Customization

ii) Customizing Authentications

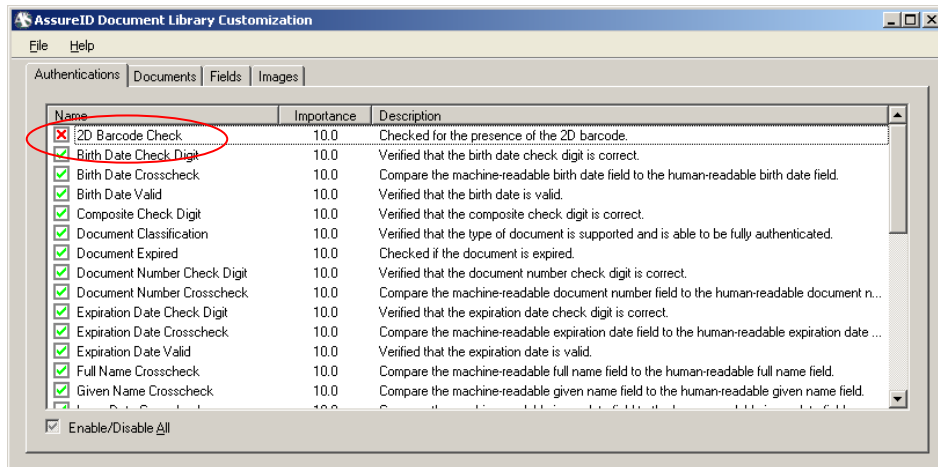
By default when the application has launched you will be facing the **Authentications** tab:



Individual authentications may be enabled or disabled, depending on necessity of a customer's business environment and/or practices, or if necessary all Authentications may be enabled or disabled simply by clicking the **Enable/Disable All** checkbox:

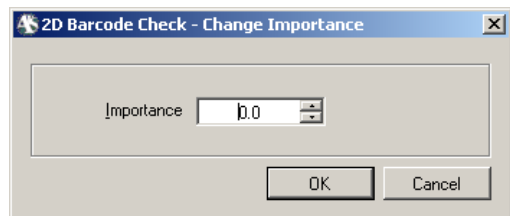


When a specific item is unchecked, the green checkmark will turn into a red X to symbolize that the item is disabled:

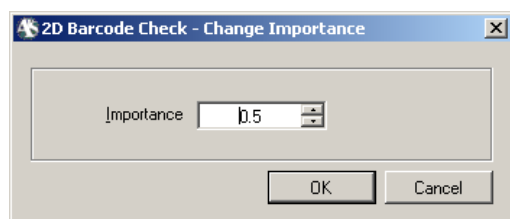


The importance of an individual test may also be changed on a scale of 0-10, 0 effectively meaning that the authentication has no importance and is virtually disabled, with 10 being the default meaning that the test is significant and has the utmost importance. Individual tests may be lowered depending on individual needs.

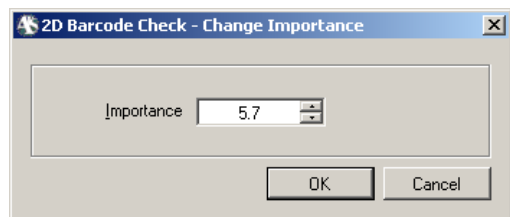
To change the importance of a test, simply double click on the importance score of a test to bring up the Change Importance dialog box:



A user may either use the arrow controls to increment or decrement the value .5 per click:



Or a user may simply type their own value in:



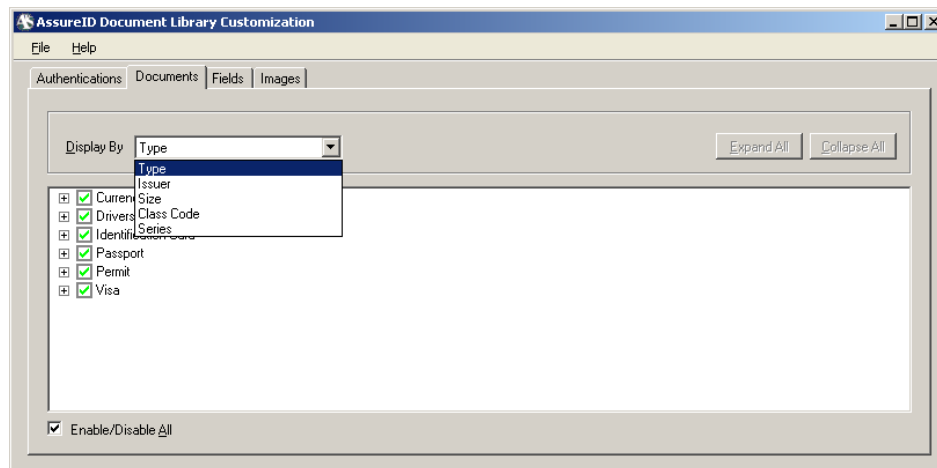
Once the value has been changed, simply click the **Ok** button to return to the main customization application.

iii) Customizing Documents

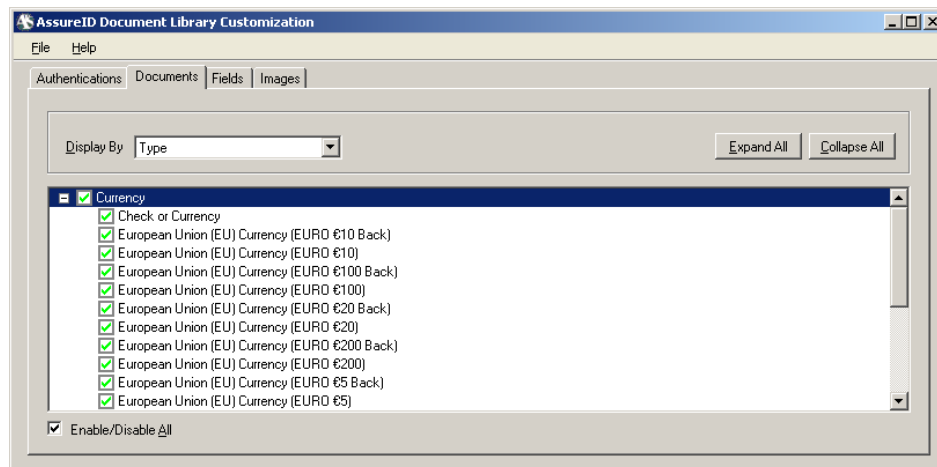
The documents loaded by the library may be customized to include or exclude specific documents via the **Documents** tab. There are five (5) possible methods for finding specific documents or excluding a range of documents based on:

- A) Type (e.g. Identification Card, Drivers License)
- B) Issuer (e.g. Massachusetts, Canada)
- C) Size (e.g. ID1, Letter size)
- D) Class Code (e.g. DL, ID)
- E) Series (e.g. 1985, 2009)

To display each of the above possible listings, simply click on the drop down box to the right of the **Display By** label:



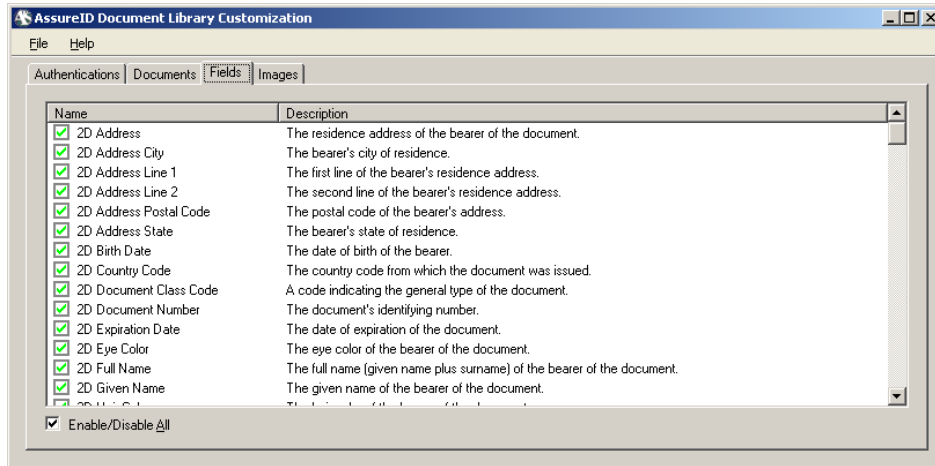
To display the entries beneath a Type, Issuer, Size, Class Code or Series, simply click the + symbol to expand the list, and the – symbol to collapse the list:



If necessary all Documents may be enabled or disabled simply by clicking the **Enable/Disable All** checkbox.

iv) Fields

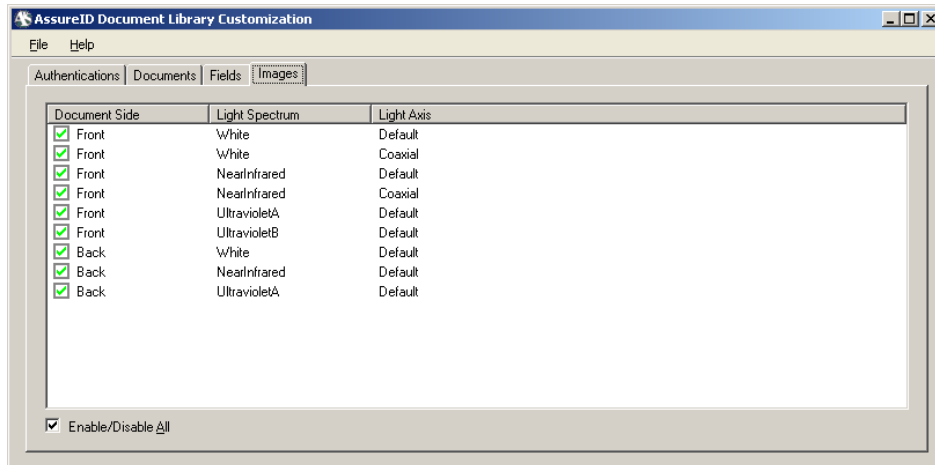
Specific fields may be enabled or disabled via the **Fields** tab:



As with the other customization options, if necessary all fields may be enabled or disabled simply by clicking the **Enable/Disable All** checkbox.

v) Images

Specific lighting capture profiles may be enabled or disabled at a global level if so desired via the **Images** tab. This may be helpful to customers in a situation where UltravioletA lighting, for example, is not needed in the authentication process. As such, a user may disable this or any of the other available lighting profiles by simply clicking the check box under the **Document Side** column for the respective light spectrum:

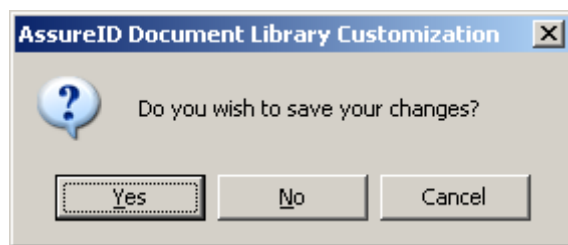


If necessary all images may be enabled or disabled simply by clicking the Enable/Disable All checkbox.

Please note, while it is possible to disable all of the given light spectrums, *you must* have at least either White Front or NearInfrared Front enabled in order for classification and authentication to work. Please be sure to take care when modifying these settings.

vi) Saving, Importing and Exporting changes

If a user accidentally or purposefully exits the application after making changes via the customization tool, they will be presented with the following dialogue:



Changes may either be saved, ignored (where upon the application exists) or the **Cancel** button may be changed to remain in the application to further make any desired tuning changes.

Changes may also be saved at any time by clicking **File → Save**, or via the keyboard shortcut **Control + S**.

The file generated is called DocumentLibrary.sdf.tuning, which can be located, by default, in:

Windows XP:

C:\Documents and Settings\All Users\Application Data\AssureTec\AssureID\ as a file called.

Windows Vista/7/8:

C:\ProgramData\AssureTec\AssureID\

To distribute the tuning changes, a user simply needs to copy the tuning file to the same location on the target PC, and then restart the AssureID service for the changes to take effect.

Optionally, once the current changes have been saved, the tuning file may be exported to a specific location via **File → Export** and browsing to the location of your choosing.

Likewise, tuning files created on the same machine or on other machines may be imported so that further changes may be made via **File → Import** and browsing to the location where the tuning file resides.

For remote deployments, the tuning file may be copied from the source workstation to the target workstation post-installation.

11. Troubleshooting

To help determine if a customer's issue may be software or hardware based, utilize the following troubleshooting sections. Be sure to have the customer review the AssureID User's Guide for installation and operation of the application.

a) AssureID Service won't start or receives errors when started

Use the following troubleshooting steps to identify and resolve instance where the AssureID Service will not start:

Troubleshooting Step	Suggestion	Resolved?
Step 1: Check to see if the AssureID software suite is installed on a supported platform and are all pre-requisites met (please refer to section 2 for System Requirements)	If not, install the AssureID software suite on a supported platform that all pre-requisites are met. If it is, continue to the next step.	If the service will not start, continue to the next step.
Step 2: Is the software activated with the appropriate key?	If not, activate AssureID with the appropriate key and restart the AssureID Service (please refer to section 4-C for activation instructions). If it is, continue to the next step.	If the service will not start, continue to the next step.
Step 3: Are software firewalls or other security software blocking port 8765 or the executables directly?	If yes, unblock or add exceptions for port 8765 (TCP) and any of the executables as necessary. If no, continue to the next step.	If the service will not start, continue to the next step.
Step 4: Does lmhost have the entry for the localhost?	If not, please refer to http://support.microsoft.com/kb/101927 for more information on adding the localhost entry. If it is, continue to the next step.	If the service will not start, continue to the next step.

<p>Step 5: Does the logged in user have the correct security settings to run AssureID?</p>	<p>If not, the user or administrator will need to ensure that the proper security settings are in place for users of the workstation. Users should refer to their IT department or designated Administrator for more information.</p> <p>If yes, continue to the next step.</p>	<p>If the service will not start, continue to the next step.</p>
<p>Step 6: Contact AssureTec Technical Support</p>	<p>Please refer to section 8 on contacting AssureTec Technical Support</p>	

b) Document Capture Troubleshooting

Use the following troubleshooting steps to identify and resolve instance where your document reader/authenticator does not appear to be capturing documents correctly:

Troubleshooting Step	Suggestion	Resolved?
<p>Step 1: Has the device been calibrated?</p>	<p>If not, calibrate the device with the Image Calibration Wizard and use the correct calibration target. Please refer to section 6-B for information on using the Image Calibration Wizard.</p> <p>If yes, continue to the next step.</p>	<p>If the issue is not resolved, continue to the next step.</p>
<p>Step 2: Has the device been cleaned?</p>	<p>If not, be sure to clean the device; refer to the device's user's guide for instructions on cleaning.</p> <p>If yes, continue to the next step.</p>	<p>If the issue is not resolved, continue to the next step.</p>

<p>Step 3: Has the user utilized the troubleshooting steps in the device's user's guide?</p>	<p>If not, have the user utilize the troubleshooting steps in the device's user's guide.</p> <p>If the device appears to be functional, continue to the next step.</p>	<p>If the issue is not resolved, continue to the next step.</p>
<p>Step 4: Capture a sample of a document.</p>	<p>Capture a sample of a document (such as a driver's license) or the calibration target.</p> <p>Refer to section 6-A on capturing document samples with the Document Sample Collector, and section 8 to contact AssureTec Technical Support.</p>	

c) Device Emulator Troubleshooting

Use the following troubleshooting table for issues using the Device Emulator:

Issue	Suggestion
<p>When I launch the emulator, it never appears on the screen</p>	<p>One possible fix is to remove the emulator user settings folder that is created the first time that the application is launched and closed under a user profile.</p> <p>If you are able to successfully launch the emulator under a different user profile on the same workstation, log back in under your user account and remove the following folder:</p> <p><i>AssureTec.Identify.Device_StrongName</i> (there may be additional characters in the folder name) in the following location:</p>

	<p>Under Windows XP: <i>C:\Documents and Settings\Administrator\Local Settings\Application Data\AssureTec_Systems,_Inc</i></p> <p>Under Vista/7/8: <i>C:\Users\[username]\AppData\Local\AssureTec_Technologies_In\</i></p> <p>Next, re-launch the emulator and if successful it will run without error and upon exiting will re-create the settings profile.</p>
--	--

12. AssureTec Technical Support

Prior to engaging technical support, please utilize the following checklist to ensure that you have all of the necessary information needed by support to provide a solution to you in the fastest time possible.

Identifying and Isolating the Issue and Troubleshooting

Prior to contacting support, users should assess the issue at hand, and determine what is actually happening. Once the actual issue has been identified, users should attempt to:

For software related issues:

- AssureTec recommends (although not required) that you attempt to reproduce the problem you are seeing using the latest version of AssureID software and device drivers. AssureTec is constantly making improvements to the software and may have already addressed the issue you are seeing.
- Use the troubleshooting sections for AssureID (found in this guide). You may be experiencing a common issue, or one which already has a description and solution.
- Try to isolate any security settings in your operation environment that may be interfering with AssureID.

For hardware related issues:

- As above, try to ensure that you are using the latest version of device drivers, available as part of the latest AssureID and i-Dentify installations.
- Use the troubleshooting sections in the appropriate hardware model user's guide.
- Ensure that you have the proper software based security levels for installing and operating the hardware within their environment.
- Refer to the [i-Dentify Image Calibration Wizard](#) section to ensure that your device is properly calibrated.

Preparing Information

Should it be decided that it is necessary to contact support, prior to doing so, the following information should be gathered as to provide support with the means of providing a fast resolution to your issue:

- An accurate, detailed description of the issue at hand.
- Version of AssureID, i-Identify and/or Reveal-ID currently in use.
- Workstation system specifications (CPU brand, model and speed, amount of RAM, etc).
- Your AssureID license number (you may be asked for the first five digits of your license number).
- If the issue is regarding an i-Identify device, record and provide the serial number and model of the device.
- Log files should be collected from applicable workstations (please see the AssureID User's Guide for specific locations).
- Samples of any document in question should be collected using the Document Sample Collector, which comes standard with the AssureID software, or any other AssureTec supplied or approved sample collection utility, such as the one included with AssureTec's Reveal-ID application software. Please refer to the appropriate User Guide for further information on collecting samples.

Contacting Support

For technical support, please contact AssureTec using one of the contact methods listed below:

Telephone: (603) 641-8443

Web: <http://support.assuretec.com>

If asked to provide document samples, or if you feel the issue you are contacting AssureTec regarding involves specific documents, please utilize the following checklist for capturing and uploading samples to AssureTec for analysis.

Document Samples

If you are having a problem with a specific document or document type, you can use the *Document Sample Collector* application to collect a sample of the document in question. You can find the collected sample by right-clicking on the sample and selecting *Show in Windows Explorer*. If you have a support ticket, you can simply attach this file to your support ticket. If not, you can easily create a new ticket and attach the file. Please try to include as much information about the document as possible as this will help AssureTec Customer Support resolve your issue as quickly as possible.

By default, document sample files are of the form “*document type {sample id}.sample*”, where the actual document type is indicated, along with a unique identifier (the sample id). (For example: *ICAO Identification Card {2de9f61e-4f5b-40e2-8992-a14af75e8ba5}.sample* or *Massachusetts (MA) Identification Card Under 21 (2000) {da9157ae-bdc9-4859-ac2f-7b7b98174b95}.sample*) If you are emailing the sample file to AssureTec, please indicate the sample id in an accompanying support ticket. This will help us correlate the specific document sample in question from the support ticket.

13. Appendix A Advanced Installation for Administrators

A) Prerequisites for AssureID 4.2 and higher:

- Microsoft .NET Framework 4.0. This is available via the Microsoft website, and Windows/Microsoft Update Services. Additional information on **Redistributing the .NET Framework** can be found at:

<http://msdn2.microsoft.com/en-us/library/ms994395.aspx>

- Microsoft Windows Installer (MSI) 4.5 or higher. It is automatically installed with AssureID using the `setup.exe`. If you are using `AssureID.msi`, you must obtain MSI 4.5 directly from Microsoft and install it manually before installing AssureID.

<http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=8483>

B) Disabling Unsigned Device Driver Warnings

The AssureTec i-Identify 32-bit device drivers for the ID-300, ID-400 and ID-450 document readers are not digitally signed. During the installation, a click-through operating system warning dialog for each unsigned device driver required by these document readers will be displayed.

On Windows XP operating systems only, it is possible to turn off these warnings in the following manner:

- 1) Right click on **My Computer** then select **Properties** to open System Properties.
- 2) In “System Properties” dialog box, select the **Hardware** tab.
- 3) Click on **Driver Signing** button.
- 4) In the “Driver Signing Options” dialog box, under “What actions you want Windows to take?” section, select the radio button for **Ignore – Install the software anyway and don’t ask for my approval**.
- 5) In “Administrator option” section, tick the check box for Make this action the system default.
- 6) Click on OK button twice to exit.

For XP Professional, group policy can be modified to enforce the no warning dialog rule:

- 1) Click on **Start button**, then click on **Run**.
- 2) In the Run box, type **gpedit.msc**, then press Enter.
- 3) Expand **User Configuration**.
- 4) Expand **Administrative Templates**.
- 5) Select **System** folder in the tree.
- 6) Right click on **Code signing for device drivers**, and then select **Properties**.
- 7) In the “Settings” tab, you should see “Enable” as the default action. Select **Ignore** from the drop down list to silently allow all unsigned drivers to install.
- 8) Click on OK button.

C) **Silent Install and Upgrade Methods for i-Dentify_Drivers (x86/x64 MSI)**

A silent installation or upgrade may be performed with this package using the *quiet with no user interface* command line switch, as shown in the following example:

```
i-Dentify_Drivers_x86.msi /qn
```

- or -

```
i-Dentify_Drivers_x64.msi /qn
```

The following command line switches may also be added:

```
INSTALLDIR="install_folder"  
install_folder is the path where the software should be installed
```

```
ATS_SIGNEDDRIVERONLY=<1/0>  
<1/0> installs digitally signed/unsigned drivers (x86 only)
```

Example #1: *New silent installation to a custom folder*

```
i-Dentify_Drivers_x86.msi /qn  
INSTALLDIR="C:\My Programs\i-Dentify Drivers"
```

Example #2: *New silent installation or upgrade with digitally signed drivers only.*

```
i-Dentify_Drivers_x86.msi /qn  
ATS_SIGNEDDRIVERONLY=1
```

The *ADDLOCAL* command line switch is used to perform a custom installation, choosing only specific i-Dentify features to install. The features available for this package are:

ID300, P1394cam

Installs drivers for the ID-300 document reader (x86 only)

ID400, lucam08b, luldr08b

Installs drivers for the ID-400 document reader (x86 only)

ID450, atcam05b, atldr05b, ftdibus, ftdiport

Installs drivers for the ID-450, RTE8450 and RTE8450HS document readers (x86 only)

ATIDSCAN, atidscan, ID15xx_TwainDataSource

Installs drivers for the ID-15xx document scanner

ATIDSCAN, atidscan, ID1xx_TwainDataSource

Installs drivers for the ID-1xx document scanner

OEM_3MReaders, S331DI2K, S331DICL, SW00296g, SW00342, cxru0wdm_1, cxru0wdm_1_win8

Installs drivers for the 3M AT9000/MK2, Kiosk, KR9000, QS1000 and CR5400 document readers (x86 only)

OEM_3MReaders, S331DI2K, S331DICL, SW00296g, SW00342, cxru0x64_1, cxru0x64_1_win8

Installs drivers for the 3M AT9000/MK2, Kiosk, KR9000, QS1000 and CR5400 document readers (x64 only)

OEM_ARHungaryReaders, clrdrv, gxsddrv, prddrv

Installs drivers for the AR Hungary PRMc, Combo and KioskScan document readers

Documentation, Documentation_ID300_ID400

Installs the product documentation for the ID-300 and ID-400 document readers

Documentation, Documentation_ID450

Installs the product documentation for the ID-450 document reader

Documentation, Documentation_ID15xx_ID1xx

Installs the product documentation for the ID-15xx and ID-1xx document scanners

NOTE: With all custom installations, the *CommonFiles* and *Prerequisites* options **MUST** be specified and the other features must be typed exactly as shown.

Example #3: New silent installation including the drivers for the 3M AT9000, 3M AT9000/MK2, 3M Kiosk, 3M KR9000, 3M QS1000 and 3M CR5400 document readers.

```
i-Dentify_Drivers_x86.msi /qn
ADDLOCAL=CommonFiles,Prerequisites,
OEM_3MReaders,S331DI2K,S331DICL,SW00296g,SW00342,
cxru0wdm_1,cxru0wdm_1_win8
```

Example #4: New silent installation including the drivers for the ARHungary PRMc, Combo and KioskScan document readers.

```
i-Dentify_Drivers_x86.msi /qn
ADDLOCAL=CommonFiles,Prerequisites,
OEM_ARHungaryReaders,clrdrv,gxsddrv,prddrv
```

To generate a verbose log file that can be used for diagnosing failed silent installations and upgrades:

```
i-Dentify_Drivers_x86.msi /qn
/l*v "<path>\ i-Dentify_Drivers_x86_Install.log"
```

D) Silent Install and Upgrade Methods for i-Dentify_Drivers (x86/x64 EXE)

A silent installation or upgrade may be performed with this package using the same options documented in the previous section, as shown in the following example:

```
i-Dentify_Drivers_x86.exe /s /v"/qn"
```

- or -

```
i-Dentify_Drivers_x64.exe /s /v"/qn"
```

E) Silent Install and Upgrade Methods for AssureID (MSI)

IMPORTANT: The AssureID MSI package requires the Microsoft .NET 4.0 Framework to be installed on the machine prior to installing the software.

A silent installation or upgrade may be performed with this package using the *quiet with no user interface* command line switch, as shown in the following example:

```
AssureID.msi /qn
```

The following command line switches may also be added:

```
INSTALLDIR="<install_folder>"  
  <install_folder> is the path where the software should be installed  
  
ATS_LICENSEKEY="<license_key>"  
  <license_key> a permanent or evaluation license key  
  
ATS_ASSURETECDATA="<data_folder>"  
  <data_folder> is the path where the software data will reside  
  
ATS_CUSTOMEREXPERIENCE=<1/0>  
  <1/0> opt-in/out of the AssureID Customer Experience program
```

NOTES:

The *ATS_LICENSEKEY* option is required for new installations and is optional for upgrades from AssureID 4.x and above.

The *ATS_CUSTOMEREXPERIENCE* option will default to 1 (opt-in) for new installations. To opt-out of the AssureID Customer Experience program, this option must be specified with a value of 0.

Example #1: *New silent installation to a custom folder*

```
AssureID.msi /qn  
  INSTALLDIR="C:\My Programs\AssureID"  
  ATS_LICENSEKEY= 00000-00000-00000-00000-00000-0
```

Example #2: *New silent installation with opt-in to the AssureID Customer Experience program*

```
AssureID.msi /qn  
  ATS_LICENSEKEY= 00000-00000-00000-00000-00000-0  
  ATS_CUSTOMEREXPERIENCE=1
```

Example #3: *Silent upgrade from version 4.x.nnnn to version 4.y.nnnn where version component y is greater than x with opt-in to the AssureID Customer Experience program*

```
AssureID.msi /qn
  ATS_CUSTOMEREXPERIENCE=1
```

The *ADDLOCAL* command line switch is used to perform a custom installation, choosing only specific AssureID features to install. The features available for this package are:

```
Applications_RevealID
  Installs the Reveal ID application
```

```
Tools_DocumentSampleCollector
  Installs the Document Sample Collector application
```

```
Tools_IdentifyEmulator
  Installs the Emulator application
```

```
Tools_ImageCalibrationWizard
  Installs the Image Calibration Wizard application
```

```
Tools_LibraryCustomization
  Installs the Library Customization application
```

```
Documentation
  Installs the product documentation
```

NOTE: With all custom installations, the *Prerequisites, Service and Library* options MUST be specified and the other features must be typed exactly as shown.

Example #4: New silent installation including the Reveal ID and Document Sample Collector applications with opt-in to the AssureID Customer Experience program

```
AssureID.msi /qn
  ADDLOCAL=Prerequisites,Service,Library,
  Applications_RevealID,
  Tools_DocumentSampleCollector
  ATS_LICENSEKEY=00000-00000-00000-00000-00000-0
  ATS_CUSTOMEREXPERIENCE=1
```

To generate a verbose log file that can be used for diagnosing failed silent installations and upgrades:

```
AssureID.msi /qn
  /l*v "<path>\AssureID_Install.log"
  ATS_LICENSEKEY=00000-00000-00000-00000-00000-0
```

Example #5: Silent upgrade from version 4.4.xxxx to version 4.4.yyyy where version component yyyy is greater than xxxx.

```
AssureID.msi /qn
REINSTALL=ALL
REINSTALLMODE=vomus
```

F) Silent Install and Upgrade Methods for AssureID (EXE)

A silent installation or upgrade may be performed with this package using the same options documented in the previous section, as shown in the following examples:

Example #1: New silent installation with opt-in to the AssureID Customer Experience program

```
AssureID.exe /s /v"/qn
ATS_LICENSEKEY=00000-00000-00000-00000-00000-0
ATS_CUSTOMEREXPERIENCE=1 "
```

Example #2: Silent upgrade from version 4.x.nnnn to version 4.y.nnnn where version component y is greater than x with opt-in to the AssureID Customer Experience program

```
AssureID.exe /s /v"/qn
ATS_CUSTOMEREXPERIENCE=1 "
```

Example #3: Silent upgrade from version 4.4.xxxx to version 4.4.yyyy where version component yyyy is greater than xxxx.

```
AssureID.exe /s /v"/qn
REINSTALL=ALL
REINSTALLMODE=vomus "
```

G) Silent Activation of an AssureID License

The AssureID software may be silently activated using the License Activator application, located in the software installation folder (e.g., C:\Program Files\AssureTec\AssureID\bin), as shown in the following usage syntax and examples:

Usage:

AssureTec.AssureID.LicenseActivator.exe <command> [<options>]

Commands:

/a [<license_key>] [/m <...>] [/f <...> [/c <...>]]
Activates or re-activates a product license.

If a license key is not supplied, the license key provided when the product was last installed or successfully activated will be used.

/?
Displays this usage message.

Options:

/m <manual_request_file_directory>
Create manual license request file and save to specified directory.

/f <license_file>
Activate license file with the specified name.

/c <activation_code>
License file activation code.

/silent
Supresses display of all output.

Example #1: *Silently activate an AssureID license using the license key provided during the installation*

```
AssureTec.AssureID.LicenseActivator.exe /a /silent
```

Example #2: *Silently activate an AssureID license with a specific license key*

```
AssureTec.AssureID.LicenseActivator.exe  
/a xxxxx-xxxxx-xxxxx-xxxxx-xxxxx-x /silent
```

Example #3: *Silently create a manual AssureID license activation request file using the license key provided during the installation and save it to the specified directory*

```
AssureTec.AssureID.LicenseActivator.exe /a  
/m "C:\My AssureID Data"  
/silent
```

Example #4: *Silently activate AssureID using the license key provided during the installation with a manually activated license file*

```
AssureTec.AssureID.LicenseActivator.exe /a  
  /f "C:\My AssureID Data\License_AssureID...dlsc"  
  /silent
```

14. Appendix B

Frequently Asked Questions (FAQs)

The following section provides answers to frequently asked questions.

Where are the AssureID Service logs, Emulator Samples, Captured Sample, etc. located?

The files may be found in the following location:

File	Location:
License Key	<p>Windows Vista/7/8: C:\ProgramData\AssureTec\AssureID\</p> <p>Windows XP: C:\Documents and Settings\All Users\Application Data\AssureTec\AssureID\</p>
***Calibration Files (a folder will appear for each device model)	<p>Windows Vista/7/8: C:\Program Data\AssureTec\AssureID\Devices\</p> <p>Windows XP: C:\Documents and Settings\All Users\Application Data\AssureTec\AssureID\Devices\</p>
All AssureID related log files	<p>Windows Vista/7/8: C:\Users\Public\Public Documents\My AssureID Data\Logs\</p> <p>Windows XP: C:\Documents and Settings\All Users\Shared Documents\My AssureID Data\Logs\</p>
AssureID installation log	All systems: Root drive (C:\)
Collected Samples	<p>Windows Vista/7/8: C:\Users\Public\Public Documents\My AssureID Data\Collected Samples\</p> <p>Windows XP: C:\Documents and Settings\All Users\Shared Documents\My AssureID Data\CollectedSamples\</p>

Emulator Samples	<p>Windows Vista/7/8: C:\Users\Public\Public Documents\My AssureID Data\EmulatorSamples\</p> <p>Windows XP: C:\Documents and Settings\All Users\Shared Documents\My AssureID Data\EmulatorSamples\</p>
Library Customization (tuning)	<p>Windows Vista/7/8: C:\ProgramData\AssureTec\AssureID\</p> <p>Windows XP: C:\Documents and Settings\All Users\Application Data\AssureTec\AssureID\</p>

*****Note: RTE8450 and RTE8450HS calibration targets will be located on the RTE8000MSD flash drive under the ATS folder**

What information is available about the Calibration Targets used by AssureTec?

Refer to the [i-Dentify Image Calibration Wizard](#) section for calibration target information.

What methods does AssureID use to activate the license keys online?

The software uses either http or https for accessing licensing.assuretec.com via the internet, depending on the version you are using of our software. As of version 3.1 and higher, the software will utilize port 80 (HTTP) to access:

`licensing.assuretec.com/LicenseServer/Activator.asmx.`

Otherwise, previous versions accessed the same address via https (port 443).

The software should be able to work behind a firewall, as long as the firewall is configured to let port 80 or port 443 traffic in and out. The software should additionally work without any issues behind a NAT, as the NAT device/router is specifically tracking source and destination packet information.

How do I download the latest AssureID software?

Software downloads are available via the AssureTec support website. To download software, follow the steps below:

1. Navigate to <http://support.assuretec.com/>

2. If you are already registered on the AssureTec support website, please login using your email address and password. If you remember your username, but have forgotten your password, click on the 'I forgot my password' link, and follow the instructions on retrieving your password. If you have not previously registered on the website, click the Register button to begin the registration process and follow the instructions provided. Once registered, a confirmation email will be sent to the email you provided to validate your email address. You will need to click on the link in the email to activate your account before it can be used.
3. Once logged in to the support website, click the Downloads button. If this button is not present, please contact AssureTec Customer support via phone or by submitting a ticket on the support website.
4. A list of available downloads will be displayed. To begin downloading software, simply click on the filename of the file you wish to download. If no files are listed, please contact AssureTec Customer Support via phone or by submitting a ticket.

Does AssureID support multiple ID-1xx devices on a single workstation?

AssureTec currently does not support more than one ID-1xx (e.g. ID-150) on a single workstation.

Does AssureID support running in virtual PC environments?

AssureID will usually work fine in a virtual PC environment, but this configuration is not supported by AssureTec. AssureTec also does not support the use of any *i-Dentify*™ or other normally supported devices in such environments as well. This includes any Apple and Linux based products running Windows in virtual environments.

Does AssureID support [this particular] document?

AssureID supports hundreds of document types, all of which can change at any time. The AssureID Document Library is installed by default with AssureID and contains the latest listing of documents supported at the time of that product versions shipment. The Library list is shipped in html format and may be accessed, by default via the following:

C:\Program Files\AssureTec\AssureID\doc\AssureID Document Library.html

Start -> All Programs -> AssureID -> Documentation .

If you do not see a particular document listed that you have questions about, please ensure that you have the latest library listing which is available with the latest release of AssureID and as a separate download in the Production Releases folder on the downloads website, or refer to section 8 of this guide to contact AssureTec Technical Support.

Can AssureTec Provide me with samples for the Device Emulator?

Due to privacy and other laws, AssureTec only provides a select set of samples, available on the AssureTec Downloads Website under the Production Releases folder. Additional samples can also be obtained by using the Document Sample Collector or Reveal-ID to save samples of documents captured on supported hardware.