FD40 Setup/Installation

FD40 and Drivers

Complete the following steps install the FD40 device and its supporting drivers:

1. Plug the FD40 into your computer's USB port. Two colored light icons display in the upper right corner of the device display, one green and one red.

   > The supplied FD40 USB cable has one connector at one end and two connectors at the other end. Plug the end of the cable with a single connector into your computer. Of the two remaining connectors, use the one attached to the thicker cable to plug in to the FD40. The connector attached to the smaller cable is used to connect to a receipt printer and is not necessary for this installation.

2. Allow Windows to do an automatic install of drivers. The notification area of the taskbar indicates that Windows is installing drivers.
3. Complete the following steps to download the FD40 driver files:
   - ⌄ Detailed Steps
     a. Navigate to the OTC Help page in your browser.
     b. In the **Software Drivers and Downloads** panel, select the **Download Drivers (.zip)** link to download the driver files:
     c. If you are using Chrome, you may be prompted to select a save location for the file. Click **Save**. The file download progress is displayed in the lower-left corner of your browser window. Click the arrow next to the file and select **Show in folder** to open the download location.
     d. If you are using Firefox, you may be prompted to open or save the file. Select the **Save File** radio button and clickOK. Click the download button (arrow icon) in the upper-right corner of your browser, then click the folder icon to open the download location.
     e. If you are using Internet Explorer, you may be prompted to open or save the file. Select **Save**. The file download progress is displayed at the bottom of your browser window. When the download is complete, click the **Open folder** button to open the download location.

4. Complete the following steps to extract the **drivers.zip** file:
   - ⌄ Detailed Steps
     a. Navigate to the location of the **drivers.zip** file. This location is wherever you downloaded the file in Step 3.
     b. Right-click **drivers.zip** and select **Extract All**.
     c. Click the **Browse** button to select a location to extract the file. Otherwise, the files are extracted to the same directory as the **drivers.zip** file by default.
     d. Click the **Extract** button.

     > If you have a third-party file extraction application, your extraction process may be different.

5. Complete the following steps to extract the driver files appropriate for your version of Windows:
   - ⌄ Detailed Steps
     a. Open the extracted **drivers** folder.
     b. Open the **Fd40 driver** folder.
     c. Right-click the **XAC_WinUSB_Win 7_Win 8** file if you are using Windows 7 or 8, or right-click the **XAC_WinUSB_Win 10** file if you are using Windows 10.
     d. Select **Extract All**.
     e. Click **Browse** to select a location to extract the file. Otherwise, the file is extracted to the same directory as the **XAC_WinUSB_Win 7_Win 8** or **XAC_WinUSB_Win 10** file by default.
     f. Click **Extract**.

     > If you have a third-party file extraction application, your extraction process may be different.

6. Complete the following steps to locate the FD40 device in the Windows **Device Manager**:
   - ⌄ Detailed Steps
     a. If you are using Windows 7 or 8, click the **Start** button. If you are using Windows 10, click the **Cortana** button (circle icon).
     b. In the **Search Programs and Files** (Windows 7/8) or **Ask me anything** (Windows 10) text box, enter *Device Manager*.
     c. Select **Device Manager** from the search results.
     d. Locate the FD40 device in the tree list. It may appear under the **Universal Serial Bus devices** or **Other Devices** section. It appears with a name such as **XAC** or **SAIO** or **SAIO SE USB Device**.

7. Complete the following steps to install the FD40 device drivers:
   - ⌄ Detailed Steps

a. Right-click the FD40 device in the tree list and select **Update Driver Software**.
b. Select **Browse my computer for driver software**.
c. Select **Let me pick from a list of device drivers on my computer**.
d. Click **Have Disk**, then click **Browse**.
e. Navigate to the directory of the extracted **drivers** folder.
f. Open the **Fd40 driver** folder.
g. Open **XAC_WinUSB_Win 7_Win 8** if you are using Windows 7 or 8, or **XAC_WinUSB_Win 10** if you are using Windows 10.
h. Open the **WinUSB** folder.
i. Select the **xac_winusb.inf** file and click the **Open** button.
j. Click **OK**, then click **Next**.
k. Click **Install** if prompted to trust the XAC software.

Download and Install the JNLP

1. Navigate to your browser.
2. Copy and paste the following URL into your browser: https://otc.cdc.nicusa.com/downloads/swiperapp/client_devices.jnlp

> If you are performing testing for an upcoming release, use this URL instead: https://otcdev.cdc.nicusa.com/downloads/swiperapp/client_devices.jnlp.
>
> If you are unsure which URL to use, contact your portal representative.

3. If you are prompted with the **This type of file can harm your computer. Do you want to keep client_devices.jnlp anyway?** message, click **Keep**.
4. Open **client_devices.jnlp**. It opens the **Java Web Start Launcher (default)**.
5. If you are asked **Do you want to run this application?**, click **Run**.
6. When the file has finished running, verify that a shortcut to **Card Swiper Services** exists on the desktop.

> You should now see two green light icons in the upper-right corner of the FD40 display. If you do not, refer to the **Potential Errors** section below.

Import the Root Certificate Authority for Card Swiper Service Application

Complete the following steps to import the root certificate authority, as appropriate for your browser:

Internet Explorer

1. Navigate to the Help page in OTC and select the **Download FD40 Swiper Application Certificate Authority (.pem)** link to download the root certificate authority file, **ca.cert.pem**. You may be prompted to open or save the file. Select **Save**. The file download progress is displayed at the bottom of your browser window. When the download is complete, click the **Open folder** button to open the download location. Make a note of this download location.

2. In Internet Explorer, select the **Tools** icon, then select **Internet Options**.

3. Click the **Content** tab, then click the **Certificates** button.

4. Click the **Trusted Root Certification Authorities** tab, then click **Import**.

5. In the **Certificate Import Wizard**, click **Next**, then click **Browse**.

6. Navigate to the location of the downloaded **ca.cert.pem** file.

7. Select the file and click the **Open** button.

> You may need to change the file extension to **All Files (*.*)** in the drop-down list to be able to view and select the file.

8. Select the **Place all certificates in the following store** radio button.
9. Click **Browse**, then select **Trusted Root Certification Authorities** from the list box. Click **OK**.
10. Click **Next**, then click **Finish**.
11. If a security warning displays to confirm the certification installation, click **Yes**.

Google Chrome

1. Navigate to the Help page in OTC and select **Download FD40 Swiper Application Certificate Authority (.pem)** link to download the root certificate authority file, **ca.cert.pem**. You may be prompted to select a save location for the file. Click **Save**. The file download progress is displayed in the lower-left corner of your browser window. Click the arrow next to the file and select **Show in folder** to open the download location. Make a note of this download location.
2. In Chrome, click the hamburger button (the three-bar menu button in the top right), then select **Settings**.
3. At the bottom of the page, select **Show advanced settings**.
4. Under **HTTPS/SSL**, click the **Manage certificates** button.
5. Click the **Trusted Root Certification Authorities** tab, then click **Import**.
6. In the **Certificate Import Wizard**, click **Next**, then click **Browse**.
7. Navigate to the location of the downloaded **ca.cert.pem** file.
8. Select the file and click the **Open** button.

> You may need to change the file extension to **All Files (*.*)** in the drop-down list to be able to view and select the file.

9. Select the **Place all certificates in the following store** radio button.
10. Click **Browse**, then select **Trusted Root Certification Authorities** from the list box. Click **OK**.
11. Click **Next**, then click **Finish**.
12. If a security warning displays to confirm the certification installation, click **Yes**.

Firefox

1. Navigate to the Help page in OTC and select **Download FD40 Swiper Application Certificate Authority (.pem)** link to download the root certificate authority file, **ca.cert.pem**. You may be prompted to open or save the file. Select the **Save File** radio button and click **OK**. Click the download button (arrow icon) in the upper-right corner of your browser, then click the folder icon to open the download location. Make a note of this download location.
2. In Firefox, click the hamburger button (the menu button in the top right), then select **Options**.
3. In the left navigation pane, select **Advanced**.
4. Select **Certificates**, then click the **View Certificates** button.
5. Click the **Authorities** tab, then click **Import**.
6. Navigate to the location of the downloaded **ca.cert.pem** file.

> You may need to change the file extension to **All Files (*.*)** in the drop-down list to be able to view and select the file.

7. In the **Downloading Certificate** window, select the **Trust this CA to identify websites** check box, then click **OK**.

Testing in OTC

Complete the following steps to test the FD40 device in OTC:

1. Log in to OTC administration.
2. In the Configuration Panel, select **Change** or **Configure** (if you have never installed a swipe device).
3. Select the **FD40** radio button, then click **Choose**.
4. Check your device's connection status below the swiper selection.
5. If installation and setup was successful, you should see **Check Your Device's Connectivity: Device Connected** as the status.

Potential Errors

Error	Resolution
One green light, one red light	This may be caused by incorrect installation of the drivers. Please refer to the **FD40 and Drivers** section of this guide and complete the steps to reinstall the drivers.
Card Swiper Services is already running	On your desktop, open the **Card Swiper Services** shortcut. A window displays with the message **Swiper Service is already running. Terminate it?** Click **Yes**. Reopen the **Card Swiper Services** shortcut. This time, no message should display on the PC, but the FD40 display should show **Processing**. When it finishes, the lights in the upper right corner of the device display should both be green.
There is no driver selected for the device information set or element.	Unplug the FD40, uninstall the driver, and then reinstall.

Address already in use: bind	You may have an instance already installed and running. To confirm this, open the **Task Manager** and click the **Processes** tab. If the instance is running, it should display with the process name **jp2launcher.exe** and the description **Java(TM) Web Launcher**.