

## FAQ for Jeevan Praman Application and RD Service (For those who want to operate from home)

### What is new in Jeevan Pramaan version 3.0

UIDAI has decided to discontinue the use of 'public biometric devices' soon, and it will only allow "Registered Biometric Devices" for Aadhaar enabled Authentication. For this UIDAI has introduced new Aadhaar Authentication Framework and to support the same new version ( ver. 3.0) of Jeevan Pramaan Application has been introduced.

### I already have a biometric device, can I use it with JeevanPramaan ver 3.0 ?

You can use existing device by upgrading it to a Registered Device. For this you need RD service which is provided by device-manufacturer.

### What is RD Service and from where can I obtain it ?

RD service is required to convert public device into registered biometric device and is provided by respective device manufacturers. The links from where RD service can be downloaded have been provided on the JeevanPramaan portal. Follow link <https://jeevanpramaan.gov.in/app/download>, provide your e-mail id and click on 'I agree to Download'. The link for 'RD ( Registered Device) Service & drivers' shall be available.

### RD Service is not working. What should I do ?

Please contact your device manufacturer/provider.

### I have installed RD service, but JeevanPramaan ver 2.75 is not working.

Version 2.75 and earlier versions is not compatible with RD Service Framework. These versions are for "public biometric devices" . You need to uninstall RD service to use version 2.75 or earlier. Also note, version 2.75 may be discontinued any time without any prior notification.

### How to download and install eMudhra certificate?

**Q1.** Procedure to install certificate

**Ans.**

- 1). Download CCAIndia2015.cer file. [Click Here](#) and add to Trusted Root Authorities
- 2). Download e\_Mudhra.cer file. [Click Here](#) and add to Trusted Root Authorities
- 3). Right click on the file and select install "certificate" option.
- 4). Click on open button
- 5). Import certificate wizard will be shown to you. Click on next button.
- 6). Add certificate to "trusted root Certification Authorities" store as shown below.



7). Click yes to install certificate.