

SONY®



PUPPY®



Fingerprint Identity Device



Manual

LIKE NO OTHER™



Training Your FIU-810 Puppy[®] Unit

**A Guide to Installing and Using Your Sony[®] FIU-810
Fingerprint Identity Token with Sony's Puppy Suite[™]
Personal Software**



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This product may have a possibility (of less than 0.001% according to our measurements at a Level 4 setting) of granting access to persons other than those who have registered their fingerprints. In no event shall our corporation or our representatives be liable for any incidental, consequential, or special loss arising from granting an access to persons from other than those who have registered their fingerprints. In no event shall our corporation or our representatives be liable for any incidental, consequential or special loss arising from any use, defect, malfunction, or fault of this product.

When sending the fingerprint data via a communication line or storing such data in a computer, sufficient security control is required to avoid abuse of the data.

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Introduction

Thanks for purchasing (shall we say adopting?) a Sony® Puppy® fingerprint identity token. We think you'll find it to be easy-to-use and a convenient tool in your day-to-day interactions with your computer. Just think...you won't need to worry about typing passwords any more! And you can be assured that your fingerprints are protected, as they are being matched, processed, and stored on the portable unit sitting on your desk. Moreover, files that you store on the Puppy unit will be protected by your fingerprint, and you will have access to more secure network communication via the digital certificate capabilities supported by the device.

This handy guide will assist you in setting up, using, and maintaining your Puppy unit to obtain the best results. Note that this guide is set up in several sections:

- *Section 1: You and Your Puppy Fingerprint Identity Token* provides general advice for using the Puppy unit, including connection and finger placement.
- *Section 2: Installing the Software* is a step-by-step walkthrough for Puppy Suite™ Personal software installation.
- *Section 3: Initial Setup* discusses the registration of your fingerprints, setting up a private storage area, & creating a Windows account for Windows logon.
- *Section 4: Using Puppy Suite™ Personal Software* shows you how to easily logon to your PC, replace your passwords on websites and in applications, access your files on your Puppy unit, lock/unlock your computer, encrypt files, and use the digital certificate functions of the unit.
- *Section 5: Uninstalling the Puppy Suite Personal Software* describes how to remove the software from your PC, and also information on initializing (erasing) your FIU-810 unit.
- *Section 6: Troubleshooting & Frequently Asked Questions (FAQ)* lists a number of common questions and answers regarding troubleshooting, installation and use of the FIU-810 device and Puppy Suite Personal software.
- *Section 7: Glossary* provides brief definitions for the terms used in this manual.
- *Section 8: Who to Contact?* provides contact information and websites for additional information, technical support, and software updates.

Throughout this guide, you will see text and headings in **blue**. This indicates an important notice that you will need to pay special attention to.

For more in-depth information regarding advanced settings and configuration (including detailed walkthroughs) of the Puppy Suite Personal software package, please be sure to refer to the **Puppy Suite 810 Help File**, accessible via [Start] in the Taskbar ->[Programs]->[Puppy Suite 810] or by clicking on the [Puppy Suite] icon in the System Tray.

Section 1: You and Your Puppy® Fingerprint Identity Token

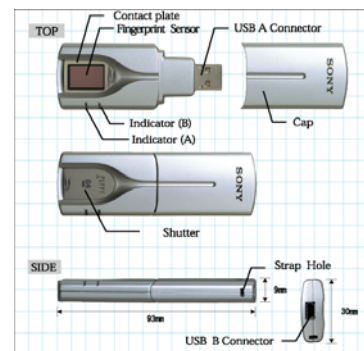


You will be quite happy with the performance and capabilities of your Puppy unit, if you follow some general guidelines,

The Unit

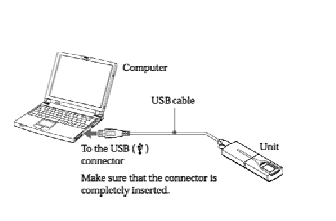
The Sony® FIU-810 Puppy® Fingerprint Identity Token is the latest in Sony's line of biometric products for the enterprise market. Featuring on-board fingerprint scanning, matching, and storage; on-board digital certificate / cryptographic capabilities, and 64MB of file storage; the FIU-810 device is a portable, USB-based token ideal for identity management and secure communications applications.

The fingerprint sensor is located underneath the gray 'shutter,' which slides up into the unit when you need to scan your fingerprint. The Puppy device offers robust fingerprint imaging technology based on a technique known as capacitance, which digitally reads the fingerprint without leaving ink residue on your finger. Capacitance sensors cannot be fooled by paper copies and do not require cleaning.



Connections

Sony's Puppy fingerprint identity units connect to your Windows® 2000/XP operating system-equipped PC with a USB connector. The Puppy units will not be recognized if connected to a 'self-powered' or unpowered hub, and your PC may become unstable.



Sony recommends that for typical day-to-day use you use the 3 foot USB extension cable provided with the unit. This cable plugs into the top of the FIU-810 device, and provides you with flexibility in terms of both USB port choice and desktop location.

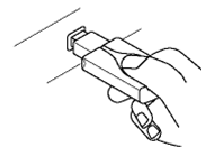
You can also plug the Puppy unit directly into a USB port, though please be careful not to exert too much pressure on the part as the connector may break or be damaged. Placing a finger underneath the FIU-810 unit to support it may help.

You should be able to unplug the Puppy unit at any time, though depending on your Puppy Suite settings your PC may lock or log you out. **Never unplug your Puppy unit during fingerprint enrollment.**

Fingerprints

Puppy units use highly robust sensing technology to take images of your fingerprints. However, there are instances where the units may have

When the unit is connected directly to your computer



some difficulty reading your fingerprint. Here are some things you can do to avoid this situation!

1. The Puppy® unit reads the patterns of ridges and valleys on the portion of your finger between the tip and the first bend in your finger. Do not simply put the tip of your finger on the sensor and hope for the unit to detect it! And don't turn your finger to the right or the left, or place it upside down... use the finger guide on the device to judge correct finger placement. **Slide the gray shutter up first, and then place your finger flat and comfortably resting entirely on the sensor surface, so that it fully touches the metal plate around the sensor itself. The tip of your finger should be resting on the gray latch of the shutter.** See the images below for reference.



2. Be comfortable! Don't try to use a finger that causes your hand to be at an uncomfortable angle to your desktop. **Enroll and use the finger that's most convenient and most comfortable.**
3. **Always be sure to register at least two fingers when setting up a user.** This way, if you've hurt your finger and have a bandage on it, you still have a 'backup' finger. In fact, Sony recommends that you enroll four fingers: right and left index, and right and left thumb, so you will be able to use the device no matter how it is connected to your PC.
4. **Register your fingers as you would use them.** That is, you would most likely use your thumbs to access the device when it is plugged directly into the side of a laptop. Connect the device in that manner, and then register that print to provide the most consistent results. (Also see below.)
5. **During enrollment (registration), do your best to provide consistent finger placement: THIS IS CRITICAL.** Good enrollment enables the unit to provide the best matching possible during your daily use of the device, and thus this process is one of the most important steps in setting up your Puppy unit. Don't rush it!
6. If you typically have very dry skin or you're just coming in from a cold environment, the Puppy unit may have difficulty reading your finger. Try touching your finger to your forehead or the side of your nose and then placing your finger on the unit. The oils will help the sensor to correctly read the ridges and valleys of your fingerprint.
7. If you typically have very moist skin or tend to perspire a lot, the Puppy unit may have difficulty reading your finger. Try rubbing your finger on your slacks or sleeve and then place your finger on the unit.

Section 2: Installing the Software

System Requirements for Puppy Suite™ Personal Software

Hardware

- Intel® Pentium® 300MHz or higher processor (Pentium II 400MHz or higher recommended)
- 64MB or higher (128MB or higher in Windows® XP)
- 5MB of free hard disk space
- CD-ROM Drive
- Available USB Port: Puppy unit must be connected directly to PC or via self-powered hub.

Note

- Please be sure to connect the Puppy device directly to your PC's USB port or to a powered (AC connected) USB hub when prompted during installation. The Puppy units will not be recognized if connected to a 'self-powered' or unpowered hub, and your PC may become unstable. (USB ports in keyboards and monitors are often not powered hubs)
- When cascading USB hubs, please connect the Puppy unit to the hub closest to the PC. (When connecting the unit to the second or other hubs, operation is not guaranteed.)

User

- You must be a user with administrator rights to install and use the Puppy Suite Personal software.

OS

- Windows 2000 Professional **Service Pack 3 or later**
- Windows XP Professional Service Pack 1 or later
- Windows XP Home Edition Service Pack 1 or later

Note

- Windows 2000 Server & Windows 2000 Advanced Server operating systems are not supported.
- You cannot use "Fast User Switching" functionality when you install the "Windows Logon" component on Windows XP operating systems.
- Password Provider functionality may not work correctly without "Service Pack 1" for Windows XP.

Web Browser

- Internet Explorer 5.01 SP2 or later

Installation

IMPORTANT: You must be an administrator or have administrative rights on your computer in order to install the Puppy Suite Personal software.

IMPORTANT: If you have another version of the Puppy Suite software installed (i.e. for the FIU-600 Puppy) or any other biometric security software, you must uninstall this software first to prevent any conflicts.

1. Insert the Puppy Suite 810 CD-ROM into a CD-ROM drive. The [Puppy Suite 810] dialog box will appear. If not, open the CD-ROM via Windows Explorer and double-click "setup.exe".
2. Click [OK]. You will be prompted to close other running applications. If you have any such applications, close them, save your work, and click [Yes]. You may also be warned to uninstall other Puppy Suite software. Click OK if you have already uninstalled this software (or did not have it installed) this software. The [Welcome] dialog box will appear.
3. Click [Next]. The [License Agreement] dialog box will appear.
4. Read carefully and click [Yes]. The [User Information] dialog box will appear.
5. Enter [User Name], [Company] and [Serial Number] into each text box and click [Next]. Your username does not need to correspond with your Windows username / account. The serial number is printed on a label affixed to the CD envelope. The [Setup Type] dialog box will appear.
6. Choose [Standard] or [Custom] and click [Next]. If you choose [Standard], skip to step 8. If you choose [Custom], continue to step 7.
 - o **Standard:** All components of Puppy Suite software are installed. (Recommended)
 - o **Custom:** You can choose which components of the Puppy Suite software are installed as well as the installation folder. If you choose [Custom] and click [Next], the [Choose Components] dialog box will appear.
7. Choose components and/or a folder to install the software into and click [Next].
 - **Windows Logon:** This software allows you to log onto Windows with the Puppy unit. You can also use the Puppy unit to unlock the PC. "Account Manager" software is also installed.
 - **Password Provider:** This software allows you to replace your ID and/or password on web sites and application dialog boxes via the Puppy unit. If this is installed, you can also use Finger Click functionality.
 - **Crypto Manager:** This software allows you to encrypt/decrypt files via the Puppy unit.
 - **Certificate Manager:** This software allows you to manage your digital certificates. You can import/export/delete a certificate.
 - **Puppy Suite 810 Help**



8. Necessary files will be copied into the hard disk and the [InstallShield Wizard Complete] dialog box will appear.
9. Choose [Yes, I want to restart my computer now] and click [Finish]. If you see any message boxes, read carefully and click [OK]. Your PC will be rebooted and the installation will be complete.

Note

If you chose the [Standard] installation or a [Custom] installation with the [Windows® Logon] component, the [Windows Logon] dialog box for the Puppy Suite 810 software will appear after the PC is rebooted. Simply type in your username and password to get to the Windows Desktop and begin setup.

You will register your fingerprints with User Manager and your Windows account information via Account Manager after logging onto Windows.

Section 3: Initial Setup

Puppy Suite™ Personal Software and the FIU-810 Puppy® Token


The FIU-810 fingerprint identity token scans, stores, and matches fingerprints on-board the device. Each Puppy unit can hold up to 10 fingerprints of a **single user**. Each device is therefore unique to an individual user. You can transport the unit between Puppy Suite Personal software-enabled client PCs for logon and password purposes, and among Windows and non-Windows operating system-based computers for access to your private files.

First...Plug It In!

Plug your FIU-810 unit (or preferably the extension cable connected to the unit) into an available USB port. Windows will detect the device and automatically load drivers for the unit.

When the unit is successfully detected, you should be able to see the unit as a removable hard drive in Windows Explorer and in Windows XP, a message will appear saying that your device was successfully installed and is ready for use. In fact, depending on your settings, Windows XP may automatically open an Explorer window showing the device's contents.

Fingerprint and Puppy Password (PIN) Enrollment

1. Click on the [Puppy Suite] system tray icon () and choose [Start User Manager]. A message saying "Fingerprints or Password are not registered. Would you like to begin registration?" will appear. Click [Yes].
2. The [Register User Name] dialog box will appear. Enter your user name and click [Next].

Note

- This User Name is like a nick name. It does not need to be identical to your Windows user name.
 - Once the User Name is set in the Puppy unit, it cannot be changed unless the Puppy unit is initialized. For more information about initialization, see Section 5.
3. The [Select Authentication Method] dialog box will appear. Choose the type of authentication method (fingerprint and/or password) you want to register. If you choose both fingerprint and password, you can choose [AND] or [OR] as an authentication method. For example, if you choose both [Fingerprint] and [Password] and click [OR], you can authenticate with either [Fingerprint] OR [Password].

NOTE: If you choose [Fingerprint] ONLY or [Fingerprint AND Password], you will not be able to access your machine via the Puppy Suite software if you do not have your FIU-810 unit available. However, if you choose [Fingerprint OR Password], you will be able to access your machine with your Windows Account password, even if you do not have the FIU-810 unit handy.

Please carefully consider which method you would like to use before continuing. If you are concerned about forgetting your device when you travel, it may be best to

choose [Fingerprint OR Password]. You can improve the security of this choice by making your Windows password more complex (add numbers, letters, symbols, upper/lowercase) and also making the Puppy password (see Step 4) a 'complex' password.

In any case, it's always a good idea to keep a copy of your Windows password in a safe, secure place, just in case something happens to your Puppy or your PC.

You can always add or change the authentication methods later.

4. The [Register Password] dialog box will appear if you chose [Password] for your authentication method in the previous step. Enter your password into both [Password] and [Confirm Password] boxes and click [OK]. You must enter less than 127 characters. If you chose [Password] only, user creation is complete.

NOTE: This Puppy password is NOT your Windows password, and does not need to be the same. Think of this Puppy password more like a PIN code for your Puppy unit.

5. The [Practice Finger Placement] dialog box will appear if you chose [Fingerprint] for your authentication method in step 3. You can practice how to place your finger on the sensor in this dialog box. Follow the instructions in the message box near the bottom. Once you are finished practicing, click [Next].

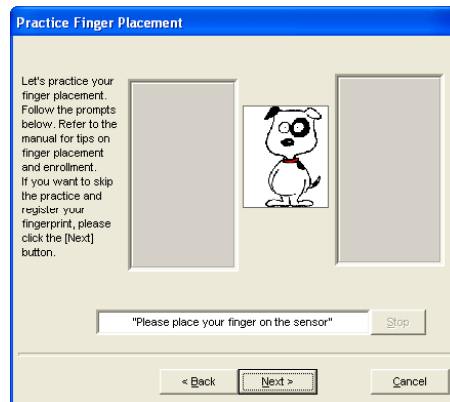


Figure 1: Practicing Finger Placement

If fingerprint verification succeeds, the Puppy image in the center of the dialog box will turn green. If fingerprint verification fails, the Puppy image in the center of the dialog box will turn red.

Note

- Verification performance will vary depending on how you place your finger on the sensor. When using the Puppy unit for the first time, please practice until you can achieve success consistently. For more information and advice, refer to Section 2 of this manual.
- Another dialog box will be displayed showing good and bad finger placement samples. Place your finger following the "good" example.

If you continue to fail fingerprint verification, try the following:

- Retry after breathing on your finger or wetting it to moisten your skin (when your finger is too dry)
 - Retry after drying your finger (when your finger is too wet)
 - Wipe off dirt and dust from the sensor with a soft, dry cloth
 - Try another finger
6. The [Select Finger] dialog box will appear. Click a finger you want to register. When you select a finger, a small circle will appear at the top of the selected finger. Click [Next].

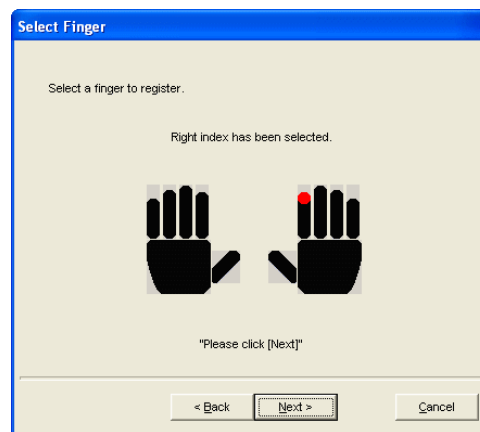


Figure 2: Right index has been selected.

7. The [Register Fingerprint] dialog box will appear. Follow the instructions in the dialog box. You will be prompted to place your finger on the sensor 3 times. Every time your fingerprint is scanned, the fingerprint image will appear. After 3 trials, the best fingerprint image for registration will be selected. You will then be prompted to place your finger one last time to verify the selected fingerprint image.

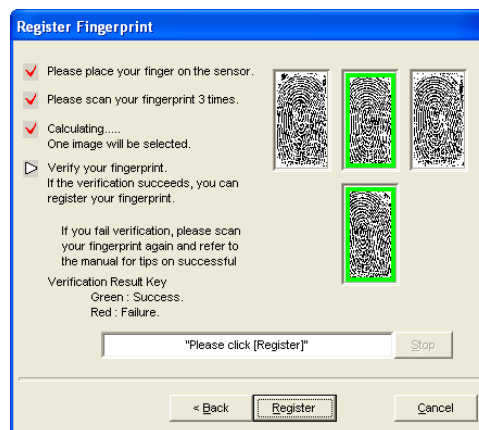


Figure 3: Successful registration.

If verification succeeds, the [Register] button will be available. You can register now by clicking [Register]. If verification fails, the [Register] button won't be available. Please verify again or re-scan your fingerprint 3 times by clicking [Back].

8. When you finish registering your fingerprint, you will be asked to register another fingerprint. If you click [Yes], you will repeat the enrollment process and register another fingerprint.

Sony strongly suggests enrolling more than one fingerprint. In fact, you may want to register a thumb and index finger from both left and right hands to be sure that you can use your Puppy unit comfortably no matter where it is connected. If you click [No], user creation is finished. You can always come back to User Manager to add more fingerprints or change your registered data.

9. You will now see the [User Manager Menu] dialog box.

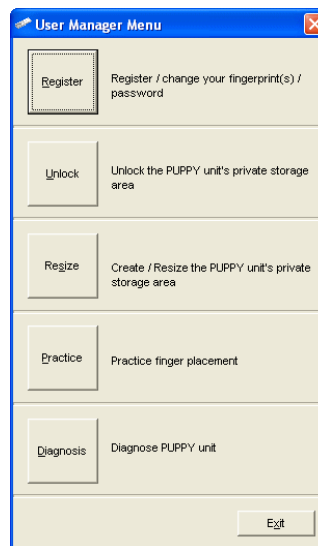


Figure 4: User Manager Menu

Private File Storage Setup

After you have registered your fingerprints and/or passwords, you can set up your private storage area directly from the User Manager interface. Remember that this is accessible at any time via a click on [Start] in the Taskbar ->[Programs]->[Puppy Suite 810] or by clicking on the Puppy Suite icon in the System tray and choosing [Start User Manager]. You can also access User Manager on other non-Puppy Suite software-enabled PCs by double-clicking UserManager.exe in the Public area of your FIU-810 drive. For more information on accessing your files, please see “Accessing Your Files on Your FIU-810 Unit” in Section 4.

The private storage area, which is displayed as a removable disk drive on your PC, can be opened only after you are authenticated. The private storage area is not allocated by default to give you the freedom to choose the amount of storage you want to set aside as protected.

Note

- As part of setting up the private storage area, **all files in the public storage area [except fingerprint data, password data, certificate(s), cryptographic key(s) and User Manager software] will be deleted.** Please backup files in the public storage area before doing this operation, if needed.

- Start User Manager and click [Resize].
- The [Resize Private Storage Area] dialog box will appear. You can slide the bar on the right side to set the size of the private storage area. As you slide the bar, the memory allocated to the private storage area will increase/decrease. You can also enter a number from 0 (0MB) to 62 (62MB) into the box. If you enter "0", the private storage area will not be created.

Below is an example of setting the private storage area to 30MB.

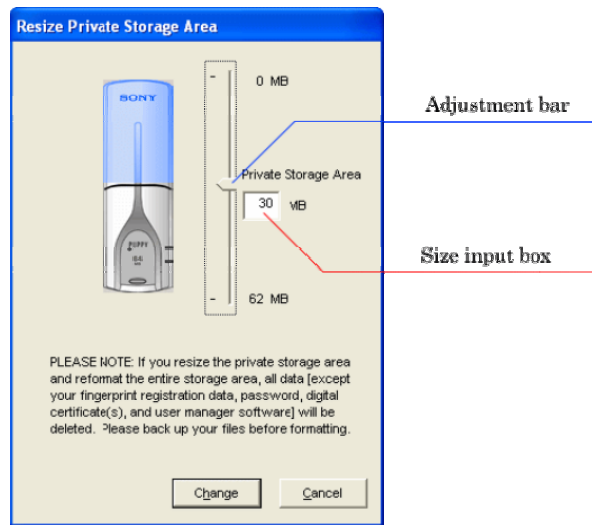


Figure 1: Setting 30MB as a private storage area

- Click [Change] after setting the size of the private storage area. A confirmation message will appear. **All files in the public storage area will be deleted** (Fingerprint data, password data, certificate(s), cryptographic key(s) and User Manager software will NOT be deleted). Click [Yes].
- A message saying, "Formatting..." will appear. It may take a few minutes to format. DO NOT disconnect the Puppy unit until the operation is complete. A message saying, "Puppy unit formatted" will appear when the operation is finished.
- Click [OK].

You can come back and change this size at any time, but remember that your files will be erased every time you re-partition the drive. For information about how to access the drive, please see Section 4.

Setting Up Your Windows Account for Fingerprint Logon

The Windows Account is a set of information used to log into Windows, and it includes user name, password, domain and so on. By registering this information, you can log into Windows automatically with the Puppy unit. Both local and domain accounts can be accessed in this way.

Note

Accounts registered into the Puppy unit must exist on the current Windows system. If you add a Windows account which does not exist, the account will not be added to Windows. For more information about how to add a new Windows account, see Windows Help.

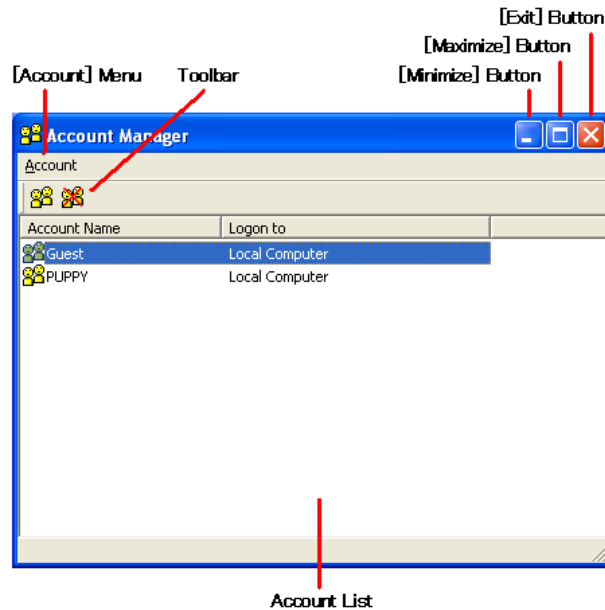


Figure 1: Account Manager Screen and Button Description

1. Start Account Manager by choosing [Start Account Manager] by clicking [Start] in the Taskbar -> [Programs] -> [Puppy Suite 810] or via the [Puppy Suite] icon in the System Tray.
2. Choose [Register Account] in the [Account] menu or click the [Account Registration] icon. The [Add Account] dialog box will appear.
3. Choose a domain name or computer name and choose a Windows account from the drop down list of Windows accounts registered in the specified domain or computer. You may also enter a Windows account name and password.
4. Click [OK]. A message saying "A user has been added" will appear. Click [OK]. The Windows account will be added to the Account Manager window.
5. You can register additional accounts for alternate domains and computers or simply choose to close Account Manager.

Now, the next time that you log on to Windows, you will be prompted to scan your finger (and/or enter your Puppy unit password) for access! For more information, see Section 4.

Section 4: Using Puppy Suite™ Personal Software

This section provides you with the basic tools needed to use your Puppy® device with Puppy Suite software:

- Windows® Logon
- Password Provider
- Access Files & Lock/Unlock Private Storage Area
- Encrypt/Decrypt Files
- Open Applications with the Touch of a Finger (Finger-Click)
- Use Digital Certificates
- Disconnect/Connect Actions and Issues
- Puppy Suite Settings

Important: Your encrypted passwords are stored on the FIU-810 unit itself. If you are concerned about losing your passwords in the event you lose your Puppy device, it might be a good idea to keep a copy of your passwords, especially your Windows password, in a secure location.

Windows Logon

You can logon to your PC with your Puppy unit, and also unlock your PC using this method.

Note

- If multiple Puppy units are connected to the PC, the [Puppy List] dialog box will appear. Choose one Puppy unit for Windows Logon.
- If you haven't yet registered your Windows account information in Account Manager, a "Windows account information has not been registered via Account Manager" message will appear. In this case, log on to Windows with your Windows password, start Account Manager and register your Windows account information.
- If you are waking your PC from standby mode or hibernation, it may take several seconds for the Puppy unit to be recognized by Windows. Click the [Connect] button in the Logon dialog box until the Puppy unit is recognized. Alternatively, wait 5-10 seconds, disconnect the Puppy unit and then reconnect it.
- Non-Puppy unit users can still login to a Puppy Suite software-enabled PC using only their username and password, assuming of course that they have existing user accounts on the computer or domain.

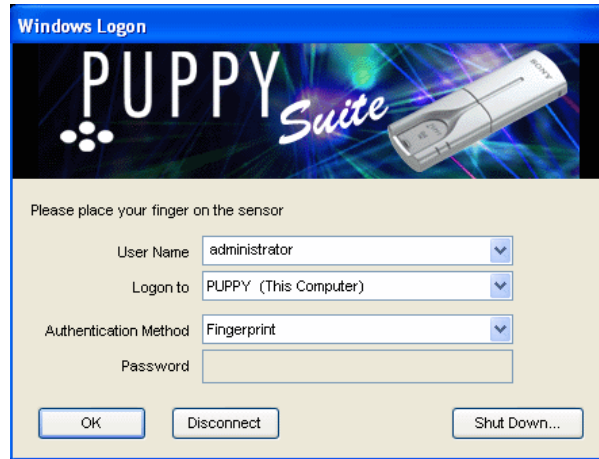


Figure 1: PUPPY Suite Personal Windows Logon Screen

1. Make sure that a User Name registered in Account Manager is displayed in the [User Name] box. If not, choose a user name from the drop down list.
2. Choose an authentication method from the drop down list.
 - [Fingerprint] Fingerprint Authentication only. Fingerprints must be registered.
 - [Password] Password Authentication only. A password must be registered.
 - [Fingerprint AND Password] Fingerprint and password Authentication. Both fingerprint(s) and a Puppy password must be registered and [AND] set as the authentication method.
3. Enter your Puppy password if the authentication method is either [Password] or [Fingerprint AND Password] and click [OK]. If the authentication method is either [Fingerprint] or [Fingerprint AND Password], go to step 4. If it is [Password], skip to step 5.
4. Open the shutter and place your finger fully on the sensor. If the verification succeeds, the "Verification succeeded" message will appear and you will be logged on to Windows.
5. If the verification failed, the "Verification Failed" message will appear and the [Windows Logon] dialog box will appear again. Try once again from step 1.

Note

If you fail to enter your password correctly 3 times, a "Puppy has been locked" message will appear. If this is the case, unlock the Puppy unit by disconnecting and reconnecting it.

Windows Logon: Password Changes, Editing / Deleting Accounts from Account Manager

Password Changes:

Automated password changes are not affected by the Puppy Suite™ software. If your network settings require a password change periodically, you will still need to manually change the password. However, if you change your Windows password when prompted at logon or via the [Ctrl-Alt-Del] menu, your password in Account Manager (and the PUPPY unit) will be updated.

Note

If you edit the Windows password in Account Manager, the password in Windows itself will NOT be changed. Also, if your password was changed by your administrator, you will need to go into Account Manager and change the information manually.

1. Log on without the Puppy unit connected^{*}, and type in your username and new password.
2. Plug in the Puppy unit after you reach the desktop, click [Connect Puppy] after clicking on the [Puppy Suite] system tray icon.
3. Follow the instructions below to manually change the password for the account.

To edit accounts:

1. Start Account Manager.
2. Click one account in the list to make it active, then choose [Edit Password] in the [Account] menu. The [Edit Password] dialog box will appear.
3. Edit password. Type your new [Password] and then re-type it in the [Confirmation] box.
4. Click [OK].
5. Close Account Manager.

To delete accounts:

1. Start Account Manager.
2. Select an account from the list, and choose [Delete Account] in the [Account] menu or click the (Account Deletion Icon). The message saying "Do you want to delete the account?" will appear.
3. Click [Yes]. The message saying "A user has been deleted" will appear. Click [OK]. The account will disappear from the list.
4. Close Account Manager.

Note

- If you delete all the Windows accounts from the Puppy unit, you will not be able to log into Windows with the Puppy unit.
- Windows accounts will not be deleted in Windows even if you delete a Windows account from the Puppy unit.

^{*} This is only possible if your authentication method is set to [Fingerprint OR Password]. If not, please call our technical support line for more information.

Password Provider: Register and Automatically Enter Information for Websites and Application Dialog Boxes

The Password Provider application allows you to automate the entry of usernames, passwords and so on by placing your finger on the Puppy unit. You will need to register username and/or password information before using this functionality. No more remembering or typing passwords!

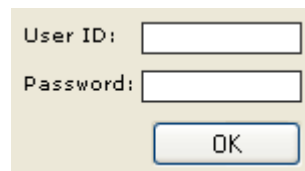
Note

There are some websites and applications which do not appear to be recognized by the Puppy Suite software. This is due to various security features implemented into the website and application code. In these instances, our software is unable to determine where the username and password boxes are, and therefore unable to put the information into the right place.

If you are having problems registering a website, please refer to this manual to be sure you are following the right steps. You can also force the Puppy Suite software to try to insert information on a previously registered website by pressing F12 (default [Display Authentication Dialog] key). If these two options fail, please call our Technical Support Center at 866-347-7669 or email us at fiuinfo@am.sony.com

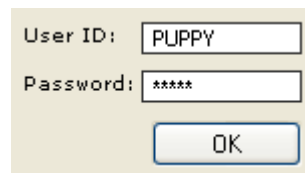
Password Provider: Register Usernames and/or Passwords

1. Open the web site or application dialog box.



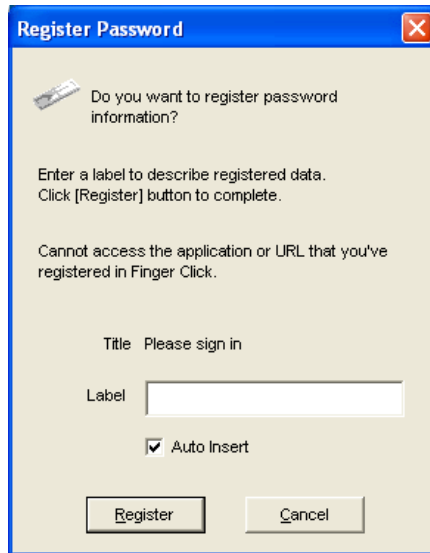
A screenshot of a dialog box with a light beige background. It contains two text input fields: "User ID:" and "Password:". Both fields are empty. Below the fields is a button labeled "OK".

2. Type the necessary data. If the username / account ID is automatically entered by the website or application, re-type the information.



A screenshot of a dialog box with a light beige background. It contains two text input fields: "User ID:" and "Password:". The "User ID:" field contains the text "PUPPY". The "Password:" field contains six asterisks "*****". Below the fields is a button labeled "OK".

3. While holding down the [Alt] key (default [Data Registration] key), click the [OK] or [Submit] button etc. to move to the next page or screen. The [Register Password] dialog box will appear.



4. Type identifying information into the [Label] box. This [Label] will be displayed in the [List of registered data] dialog box.
5. Set [Auto] check box. If you check this box, the [Login] dialog box will appear automatically when the registered web site or application dialog box is opened or becomes active. If not, the [Login] dialog box won't appear until the [Display Login Dialog] key (Default [F12] key) is pressed.
6. Click [Register]. The [Login] dialog box will appear.
7. Verify your finger (and/or password) on the Puppy unit. After successful verification, the password and/or user ID information will be stored in the Puppy unit.

Note

- Password changes mandated by websites or applications are not automatically updated in Password Provider. If you change your password, you must also change the corresponding password (or information) in [List of Registered Information].

Password Provider: Automatically Input Information at Web Site or Application

1. Open the registered web site or application dialog box, or make it active. The [Login] dialog box will appear. If the box does not appear, try pressing [F12] (default key).
2. Verify your finger on the Puppy unit. After successful verification, the registered password etc. will automatically be entered and the button such as [OK], [Submit] or [Login] etc. will automatically be pressed.

Note

- If the password and/or IDs are not registered into the Puppy unit, nothing will happen when you open a web site or application dialog box.

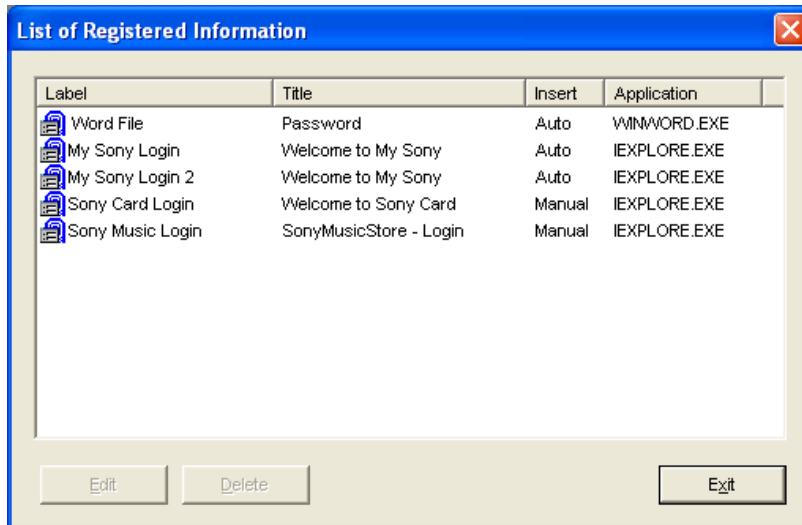
- If the [Auto] check box is OFF, the [Login] dialog box won't appear automatically when you open the registered web site or application dialog box. In this case, press the [Display Authentication Dialog] key to display it.
- There may be some websites or applications where the ID(s) and/or password(s) are automatically entered into the dialog boxes, but buttons like [OK] & [Submit] are not automatically 'clicked' by the Password Provider. Simply click these buttons manually if this is the case.

Password Provider: Change Registered Information

You can edit the registered information in Password Provider.

Note

- Password changes mandated by websites or applications are not automatically updated in Password Provider. If you change your password, you must also change the corresponding password (or information) in [Display List of Registered Information].
- You cannot edit the button you want to press after passwords are automatically replaced. If you want to modify the button setting, delete registered information and re-register it.



1. Display the list of registered information by clicking the [Puppy Suite] icon in the System Tray and selecting [List of Registered Information]. Choose one entry from the list and click [Edit]. The [Edit Registered Information] dialog box will appear.
2. Modify the registered information.
 - If you want to modify the label, change the text in the [Label] text box.
 - Uncheck the check boxes to modify the registered password, etc.
3. Click [OK]. "The registered data has been edited" message will appear.
4. Click [OK].

Accessing Files on Your FIU-810 Unit

Once you have set up your private storage area on the device as outlined in Section 3, two removable drives (with separate drive letters) will be displayed in My Computer. You can choose to name these drives, if you wish. The private storage area is displayed as an empty disk drive on your PC. After unlocking, the private storage area can be used ('mounts') as a normal disk drive.

Your private drive will be locked automatically after you unplug the Puppy unit or power down your PC. You can unlock your private storage area via User Manager, or you can also unlock it by verifying your fingerprint when the Puppy unit is connected to the PC.

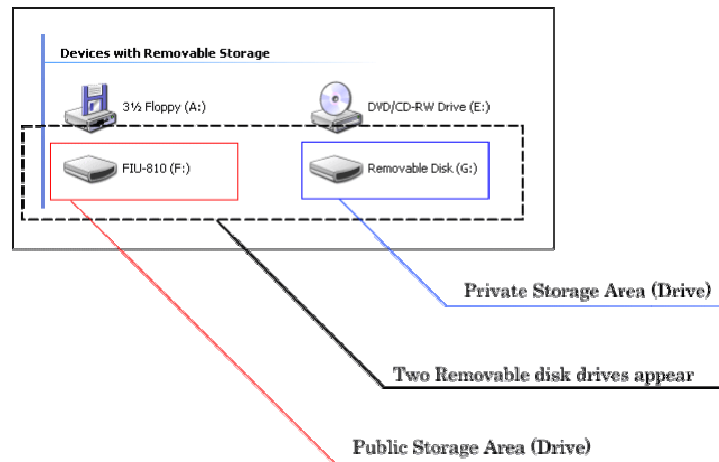


Figure 1 : FIU-810 unit drives in My Computer. (Windows XP)
(In the above figure, "G" is the drive letter for the private storage area.)

Accessing the Private Storage Area: Unlock through Direct Fingerprint Verification

With the method below, you can actually access files stored on your private storage area on your PC as well as non-Puppy Suite software enabled PCs and computers using the Mac OS X and Linux operating systems. No software installation is required. Note that you will need to have registered your authentication information (fingerprint/password) with the User Manager software beforehand.

1. When you connect the Puppy unit to a computer, the orange LED will start flashing on the unit.
2. Simply place your finger on the sensor. (No dialog box will appear to prompt you to verify your finger.)
3. If fingerprint authentication succeeds, the flashing light will disappear, and you can access the private storage area. (If the orange LED is not flashing, the private storage area has not been set or it has already been unlocked.)

If fingerprint authentication fails, the orange LED will continue to flash. Please place your finger on the sensor again.

Accessing the Private Storage Area: Unlock from User Manager

1. Start User Manager and click [Unlock]. If, instead, the [Lock] button is displayed, the private storage area is already unlocked.
2. The [Login] dialog box will appear. Authenticate your fingerprint and/or password. After successful authentication, the private storage area will be unlocked.
3. The [Unlock] button will change to the [Lock] button after the private storage area is unlocked. You can now use the private storage area as a normal disk drive.

Crypto Manager: Encrypting/Decrypting Files

Using Crypto Manager, you can protect individual files on your PC and on your FIU-810 device. These files are encrypted with a TripleDES key unique to your FIU810 unit and your user registration, and can be unlocked only with your fingerprint.

Files You Cannot Encrypt

- **Folders**
- **Extension Limitation**
 - Encrypted Files (.ps8)
 - Short Cut Files (.lnk)
- **Attribute Limitation**
 - System Attribute Files
 - Hidden Attribute Files
 - Read-only Attribute Files
- **Location Limitation**
 - Files in root folder (usually [C:\] folder)
 - Files in [Windows] folder
But you can encrypt files in [Desktop] and [My Documents].
 - Files in [Program Files] folder

Note

- You may not be able to start Windows or certain applications if you encrypt Windows system files or system files for an application (For example, extensions like ".ini", ".sys", ".exe", ".inf", ".dll", ".vxd", ".bat", ".com", ".ttc", ".ttf" and so on).

Crypto Manager: Encrypt Files

1. Right-click on a file you want to encrypt and choose [Encrypt the file].
[Login] dialog box will appear.
2. Verify your fingerprint with the Puppy unit. After successful verification, the file will be encrypted.

Note

- The file name will be changed to "(original file name).ps8" and the icon will also be changed. The encrypted file is stored in the same directory as the original file and the original file is deleted by default. If you change the setting, you can keep the original file.
- If you don't want to alter the time stamp of the original file, be sure to check [Compress the file] in the Crypto Manager Settings.
- The encryption key for files encrypted with Crypto Manager is stored on-board the FIU-810 unit. As long as you do not initialize (erase) the unit, you can uninstall the Puppy Suite software without worrying about losing your files. However, you must reinstall at least the Crypto Manager component in order to decrypt your files.
- Be careful not to delete the encrypted file.

Crypto Manager: Decrypt Files

1. Right-click a file you want to decrypt and choose [Decrypt the file]. You can also double-click to decrypt an encrypted file. [Login] dialog box will appear.
2. Verify your fingerprint with the Puppy unit. After successful verification, the file will be decrypted.

Note

If you encounter a message like "This is not a file you encrypted", this is not a file you encrypted with your Puppy unit or the file is broken.

Finger Click: Open Applications with the Touch of a Finger

Finger Click allows you to open a web site or application by placing your finger on the Puppy unit. You need to link the web site or application to your registered finger. Non-registered fingers cannot be used for Finger Click. Ten web sites or applications total can be registered in Finger Click.

Finger Click: Register Web Site or Application

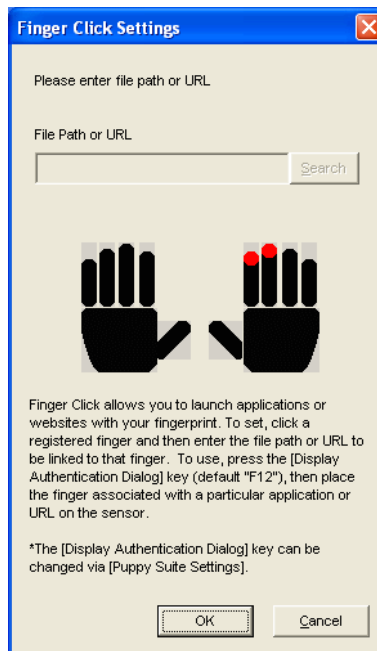


Figure 1: Finger Click Settings Screen

1. Click the [Puppy Suite] icon in the System Tray and choose [Finger Click Settings]. The [Login] dialog box will appear.
2. Verify your finger on the Puppy unit. The [Finger Click Settings] dialog box will appear.
3. Click a finger to link to a particular web site or application.
4. Enter a web site (URL) or application file (.exe) into the box. You can specify an application file by clicking [Search].
5. Click [Exit]. The [Finger Click Settings] dialog box will close.

Finger Click: Use Finger Click

1. Press the F12 key (default [Display Authentication Dialog Box] key). For information about the [Display Authentication Dialog Box] key, see Password Provider Settings.
2. Place the finger linked to a registered web site or application on the sensor. Once the authentication succeeds, the web site or application registered for the finger will open.

Certificate Manager: Using Digital Certificates

A digital certificate (hereafter, "certificate") is a digital credential issued by a trusted authority known as a Certification Authority (CA), and is a component of a public key cryptography (PKI) system. This system provides secure communication and identification on networks such as the internet by utilizing the certificate as both an authentication tool and identity document.

It is not the purpose of this manual to explain certificates and public key cryptography in detail. But know that by tying the certificate to the Puppy unit's fingerprint verification, you can build

higher security into your PC and network environment. (Links to additional information on PKI and digital certificates are provided in the Puppy Suite Help file.)

The Puppy unit can generate and store up to 2048-bit RSA key pairs and store their associated digital certificates to communicate with applications utilizing certificates through either the CryptoAPI or PKCS#11 cryptographic module interfaces.¹ These two modules are installed automatically in the [Standard] installation or if you install the "Certificate Manager" component in a [Custom] installation.

Examples of these applications follow. For pointers on how to set these applications to use the FIU-810 unit and its certificate capabilities, please refer to the Puppy Suite Help file.

- Web browser, ex: Internet Explorer. Certificate issuance through web site, SSL client authentication, etc.
- E-mail software, ex: Outlook, Outlook Express. Digitally sign/Encrypt/Decrypt email.
- VPN client software, ex: Nortel® Contivity® VPN client. Client authentication.
- Word processor / Document viewer, ex: Microsoft Office XP, Adobe® Acrobat®. Sign/Encrypt/Protect documents.
- File management software, ex: SpyProof!®, Secret Agent. Sign/Encrypt/Decrypt file/folder/disk.

For more information about getting a digital certificate(s), please ask your administrator (if you are a member of a company or organization using the technology). If you want to utilize certificates for personal use, please use a public or private certificate issuance service, like that offered by Verisign (www.verisign.com) or Thawte (www.thawte.com). **Be sure to choose the “FIU-810 Fingerprint Identity Token CSP” when prompted for a choice of CSP during certificate issuance. You will be required to verify your fingerprint before key generation.**

¹ CryptoAPI=Cryptographic Application Programming Interface (API) provided by Microsoft. PKCS#11=Public Key Cryptography Standard No.11: Cryptographic Token Interface Standard provided by RSA Data Security.

Certificate Manager: Managing your Digital Certificates

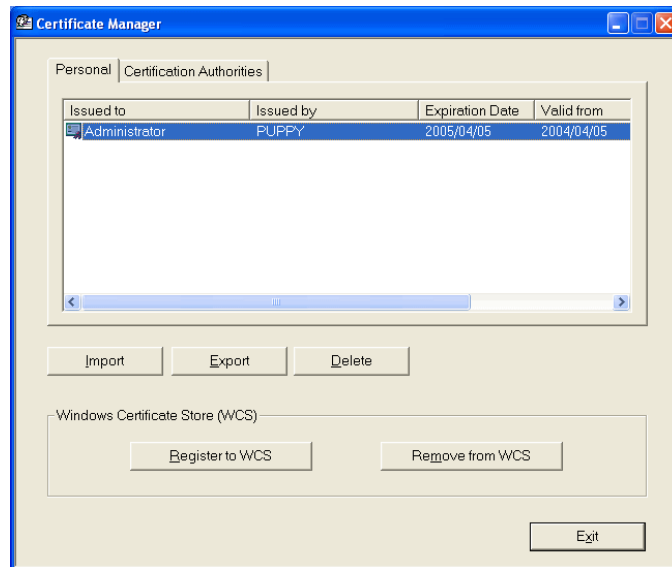


Figure 1: Certificate Manager Screen

To start Certificate Manager, choose [Start Certificate Manager] after clicking on the [Puppy Suite] icon in the System Tray or click [Start] in the Taskbar -> [Programs] -> [Puppy Suite 810]. Verify your finger on the Puppy unit to open the display.

Certificate Manager: Importing, Exporting and Deleting Certificates

Follow the color-coded instructions below to import, export, or delete certificates to/from the Puppy unit.

Import: You can import a certificate file with a ".p12" or ".pfx" extension into the Puppy unit.

Export: You can export a certificate and corresponding private key stored in the Puppy unit and save them in the form of a PKCS#12 file with a ".p12" extension.

Delete: You can delete a certificate and its corresponding private key stored in the Puppy unit.

Note

- The Puppy unit can only import RSA keys with 512/1024/2048 bit lengths
- The certificate is automatically registered into the Windows Certificate Store (WCS).
- Cannot export if the private key is marked as not exportable.
- The certificate and corresponding private key will not be deleted after they are exported.
- Cannot include any certification authority certificates in the exported file.
- The identical certificate stored in the Windows Certificate Store will be deleted from WCS by means of this operation.

1. Start Certificate Manager.
2. Click the [Personal] tab.
Your "Personal" certificate(s) will be displayed.
3. Click [Import], [Export], or [Delete].

Import Certificate

1. The [Open File] dialog box will appear.
2. Choose the certificate file you want to import into the Puppy unit and click [Open]. The [Input Password for Certificate] dialog box will appear.
3. Type the password for the certificate file and click [OK].
4. Choose whether or not the private key can be exported. If "No", this certificate (and corresponding private key) cannot be exported. For security purposes, we recommend choosing [No].
5. Choose whether or not you want to import the certification authority certificate(s). Click [Yes]. (If this certificate file does not include any certification authority certificates, this message won't appear.) The certificate and corresponding private key are stored in the Puppy unit and listed on the main screen.

Export Certificate

1. Choose a certificate you want to export and click [Export].
2. The [Save as...] dialog box will appear.
3. Choose a folder to save the file to, type a file name and click [Save]. The [Input Password for Certificate] dialog box will appear.
4. Type passwords for the certificate file and click [OK]. A message saying "The certificate was exported" will appear and the certificate file will be saved.
5. Click [OK] to finish.

Delete Certificate

1. Choose the certificate you want to delete and click [Delete].
2. A message saying "The certificate was deleted," will appear.
3. Click [OK] to finish.

4. Close Certificate Manager.

Certificate Manager: Registering Certificates to the Windows Certificate Store, Import/Export/Delete Certification Authority (CA) Certificates

Detailed instructions on these operations can be found in the Puppy Suite Help file, accessible from the [Start menu] or the [Puppy Suite] icon in the System Tray.

Disconnect / Connect Actions and Issues

To safely disconnect the Puppy unit, open [Unplug or Eject Hardware] in the system tray, choose the "USB Mass Storage Device" associated with your Puppy unit (typically identified as the Device with two drive letters (ie: F:,G:), and click [Stop]. Then disconnect the Puppy unit from the PC. (For more information about [Unplug or Eject Hardware], please see Windows Help.)

When you disconnect the Puppy unit from your PC, you can select whether the Puppy Suite software (1) does nothing, (2) locks your computer, or (3) logs you out of your computer. These settings are available in [Puppy Suite Settings]. See below for more info on how to access these settings.

Connect the Puppy Unit

What happens when you connect the Puppy unit will vary depending on whether you log onto Windows with the device.

- If you logged on with the unit, and then disconnected it...
 - Only the Puppy unit used for the user's logon will be recognized by the Puppy Suite software. With other Puppy units, you cannot use most of the Puppy Suite components.
- If you didn't log on with the Puppy unit...
 - Any Puppy unit can be used with the Puppy Suite components.

Using Multiple Puppy Units

If you didn't log onto Windows with the Puppy unit, the Puppy Suite software can recognize multiple Puppy units connected to the PC, and you can choose the Puppy unit you want to use. The following steps show how to choose the Puppy unit.

1. Click the [Puppy Suite] icon and choose [Change Puppy] in the menu.
[List of Puppy] dialog box will appear.
2. Choose a Puppy unit you want to use and click [OK].

Puppy Suite Settings

To access Puppy Suite Settings, click the [Puppy Suite] icon in the System Tray and select [Puppy Suite Settings].

When complete,

- Click [OK] to make your changes effective and close the dialog box.
- Click [Apply] to make your changes effective.
- Click [Default] to return all settings to their default values.
- Click [Cancel] to cancel the changes and close the dialog box.

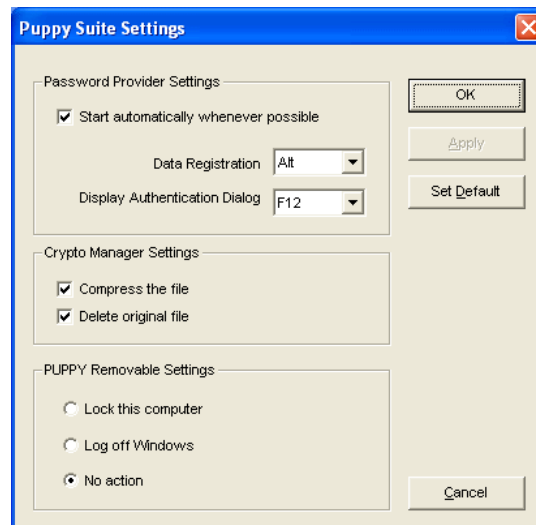


Figure 1: Puppy Suite Settings Screen

Puppy Suite Settings: Password Provider

- **[Start automatically whenever possible] Check Box**
Check if you want the Password Provider software to start when Windows starts. This is checked by default.
- **[Data Registration] Dropdown List**
This key is used when registering passwords, etc.. You can choose from F1-F12, Shift, Ctrl and Alt keys. The key must be different than that chosen for [Display Authentication Dialog].
- **[Display Authentication Dialog] Dropdown List**
This key forces the display of the [Login] dialog box. You can use this key when the [Login] dialog box is not displayed automatically on a registered web site or application dialog box. This is also used to initiate the Finger Click software component. You can choose from F1-F12, Shift, Ctrl and Alt keys, but the key must be different than that chosen for [Data Registration].

Puppy Suite Settings: Crypto Manager

- **[Compress the file] Check Box**
Check if you want to encrypt a file after the file is compressed. The time stamp (modified date) is not changed in the compressed and encrypted file.
- **[Delete original file] Check Box**
Check if you don't want to keep the original file when the file is encrypted/decrypted.

Puppy Suite Settings: Puppy Removable Settings (Disconnect Actions)

- **[Lock this computer] Check Box**
This setting allows you to lock the PC when disconnecting the Puppy unit. If you've already set a screen saver, it will start.
- **[Log off Windows] Check Box**
This setting will log you out of Windows when disconnecting the Puppy unit.
- **[No action] Check Box**
Nothing happens.

Section 5: Uninstalling the Puppy Suite Personal Software

Important: You must be logged in as an Administrator to uninstall the software.

You can uninstall the Puppy Suite software and also add/delete individual components. Uninstalling the software does not erase your fingerprints, windows account info, passwords, or any other data stored on the Puppy unit. In fact, you can uninstall and reinstall the software without worrying about your user data or experience.

In order to completely erase the FIU-810 device, please see “Initializing the Puppy Unit” below.

Uninstall Puppy Suite Software

1. Click [Start] in the taskbar and choose [Programs] -> [Puppy Suite 810] -> [Uninstall Puppy Suite 810]. The [Welcome] dialog box will appear.
2. Choose [Remove] and click [Next]. [Confirm to Delete Files] dialog box will appear. Click [OK] to uninstall. Finally the [InstallShield Wizard Complete] dialog box will appear.
3. Check [Yes, I want to restart my computer now] and click [Finish].

Note

When you try to uninstall the Puppy Suite software via [Add/Remove Applications] in the [Control Panel], some installed files may remain on the PC. Please uninstall via the [Start] menu.

Add/Delete an Individual Component of Puppy Suite Software

1. Click [Start] in the Taskbar and choose [Programs] -> [Puppy Suite 810] -> [Uninstall Puppy Suite 810]. The [Welcome] dialog box will appear.
2. Check [Modify] and click [Next]. The [Select Components] dialog box will appear.
3. Check items you want to add or uncheck items you want to delete, then click [Next]. The [InstallShield Wizard Complete] dialog box will appear.
4. Check [Yes, I want to restart my computer now] and click [Finish].

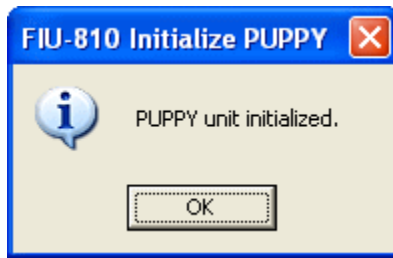
Initializing the Puppy Unit

Initializing the Puppy unit requires a specific software application (InitPuppy.exe). **All data in the Puppy unit will be deleted and returned to factory settings.**

IMPORTANT: Unencrypt any secured files before you initialize the Puppy unit; otherwise the data is permanently lost.

1. Run "InitPuppy.exe" on the second CD-ROM included with the Puppy unit, titled “FIU-810-N03 Fingerprint Identification Software.”
2. The [Initialize Puppy] dialog box will appear. Click [Initialize].
3. You will be prompted whether or not you want to initialize the Puppy unit. Click [Yes] to start initializing. It may take a few minutes to initialize the device.

4. The message below will appear when complete. Click [OK].



Section 6: Troubleshooting & Frequently Asked Questions (FAQ)

Troubleshooting

Check First...

- Have you correctly connected the Puppy unit to your PC?
- Are you using the USB cable included with the Puppy unit?
- Does your PC meet the System Requirements?
- Is your OS supported? To check an Edition or Service Pack, see the [Properties] of Windows by right-clicking on My Computer.

Symptom	Cause/Remedy/Reference
The "Puppy has not been connected" message appears.	<ul style="list-style-type: none"> • Open Windows Device Manager and check whether [FIU-810-N03] is showing as an (Unidentified Device). If so, delete [FIU-810-N03], then press [Renew] and follow the instructions on the screen. (For more information about Windows Device Manager, see Windows Help. • If you are waking your PC from standby mode or hibernation, it may take several seconds for the Puppy unit to be recognized by Windows. Click the [Connect] button in the Logon dialog box until the Puppy unit is recognized. Alternatively, wait 10-15 seconds, disconnect the Puppy unit and then reconnect it.
The "User information has not been registered" message appears.	<ul style="list-style-type: none"> • Create user information via User Manager.
The "Windows account information has not been registered in the Puppy unit" message will appear.	<p>The connected Puppy unit contains user information, but no Windows account information.</p> <ul style="list-style-type: none"> • Create Windows account information via Account Manager.
Cannot install Puppy Suite Software	<p>You are not logging onto Windows as a user with administrative rights.</p> <ul style="list-style-type: none"> • Log onto Windows with a user with administrative rights, then attempt the installation again. <p>Please check the following things.</p> <ul style="list-style-type: none"> • Is your OS sufficiently up to date? See System Requirements. If not, visit Microsoft's Windows Update website at www.windowsupdate.com.

	<ul style="list-style-type: none"> • Does your computer's hard disk have over 20 MB available? • Is the CD-ROM drive working correctly? <p>The Puppy Suite software CD-ROM may be dirty.</p> <ul style="list-style-type: none"> • Wipe it off with a soft, dry cloth.
<p>Fingerprints cannot be registered/verified.</p>	<p>You are more likely to fail fingerprint registration/verification under the following circumstances.</p> <ul style="list-style-type: none"> • After taking a bath • After working under wet conditions • After applying medication with a finger • Right after going outside in the winter • When fingers are dirty <p>Are you properly placing your fingers on the sensor?</p> <ul style="list-style-type: none"> • Be sure you've slid the shutter up and are placing your finger completely on the contact plate. <p>Your fingers are too dry.</p> <ul style="list-style-type: none"> • Retry after breathing on your finger or wetting it to moisten your finger. <p>Your fingers are too wet.</p> <ul style="list-style-type: none"> • Retry after drying your finger. <p>The fingerprint sensor is dirty.</p> <ul style="list-style-type: none"> • Wipe off dirt and dust from the sensor. <p>Your fingerprint will change slightly according to your health conditions etc. We suggest you re-register your fingerprint(s) every 3 months.</p>
<p>The "Puppy has been locked" message appears.</p>	<p>If you failed to enter your password correctly 3 times, the Puppy unit is locked.</p> <ul style="list-style-type: none"> • Disconnect and reconnect the Puppy unit to unlock.

Frequently Asked Questions (FAQ)

How does the FIU-810 unit read my fingerprint?

The Puppy® device offers robust fingerprint imaging technology based on a technique known as capacitance, which digitally reads the fingerprint without leaving ink residue on your finger. Capacitance sensors cannot be fooled by paper copies and do not require cleaning.

Do I need to clean the sensor?

No, the Puppy unit does not require regular cleaning. However, if you notice debris (dust, etc.) collecting in the corners of the sensor area, you can clean the sensor with a dry tissue or cloth.

Can I enroll more than one user on the Puppy unit? Can more than one user logon to my PC or domain?

No, the FIU-810 unit can only support up to 10 fingerprints from one user. To support multiple users, each user must have their own FIU-810 device. Non-Puppy unit users can still login to a Puppy Suite software-enabled PC using only their username and password, assuming of course that they have existing user accounts on the computer or domain.

Why does my computer freeze or crash when I plug in the Puppy unit?

Be sure that you are connecting the Puppy unit directly to your PC's USB port, or alternatively, to a powered USB hub.

Why does my computer boot up slowly, or seem to stop, with the FIU-810 unit plugged in?

This is due to certain settings in your PC's BIOS system; the PC may be looking at your FIU-810 device as a drive. Sony has noticed that some PCs will start up slowly (and may 'appear' to freeze) at the system welcome screen (where the PC would typically say 'VAIO', etc.). The PC *will* eventually boot, but to speed up this process simply disconnect your Puppy unit for a short time until the PC continues to boot, and then plug it back in.

Why is the FIU-810 unit not reading my fingerprint when I try to enroll or use the device?

Be sure...

...the FIU-810 unit's cable is firmly plugged into the unit and the PC's USB port.

...the shutter is up, exposing the silver scanner surface.

...that your fingerprint is correctly placed on the device (see Section 1).

...if your finger is too dry, to touch your finger to your forehead or the side of your nose and then place your finger on the unit. The oils will help the sensor to correctly read the ridges and valleys of your fingerprint.

...if your finger is too moist, to rub your finger on your slacks or sleeve and then place your finger on the unit.

What happens if I lose my FIU-810 unit?

The Puppy Suite Personal software was designed with both convenience and security in mind. If you lose your device, and you had set your authentication method to [Fingerprint OR Password], the software will default to a standard Windows username and password (not your Puppy password) dialog box. Simply type in this information to gain access to your PC. You will also note that if you do not plug in your device (i.e.: it's at home), you will be able to access your PC in this fashion.

However, if you do *not* have this authentication method selected, you will not be able to logon to your PC. Please contact our technical support center (see Section 9). If you have an administrator for your PC, the administrator should be able to login to the PC using his/her username and password and possibly uninstall the software for you.

As always, to prevent re-installation of Windows and possible loss of data, keep a copy of your password in a safe, secure place.

I'm concerned about the security of my PC...if I can simply type in my username and password without the FIU-810 unit, how do I prevent someone from getting into my PC?

If you select [Fingerprint ONLY] or [Fingerprint AND Password] as an authentication method, it's not that easy, but for any situation, one of the best ways to provide better security is to change your password to a long and complex one, 32+ characters in length. Your FIU-810 unit will remember the password, so length is not an issue! And, it will be very difficult for a hacker to figure out such a complex password.

However, if you are concerned about losing your device, and therefore access, be sure to keep a copy of your password somewhere, OR set up a backup account from which you can reset a user's password.

I want to deploy the FIU-810 throughout my company, and I need more control over the device's functions and capabilities. What can I do?

Puppy Suite™ Enterprise Edition (PS/EE) software may be right for your organization. The user experience is very similar to the Puppy Suite Personal software(client-only), however, PS/EE also ships with an Administrator Tool which allows an administrator to initialize, pre-set and pre-load FIU-810 units with a variety of controls and rules. For example,

- Install/uninstall rights
- Fingerprint and password registration controls
- Pre-load Windows Logon and Password info
- Randomly generate up to a 64 digit Windows password at password change prompt
- Pre-load digital certificates
- Pre-set private storage area

- ...and more.

More information is available at www.sony.com/Puppy. Depending on the size of your organization, you may also want to contact software solution providers supporting the FIU-810 product.

I get an error when I verify my fingerprints after enrollment. One or more of the prints do not match. How can I prevent this from happening?

You are not placing your finger consistently on the unit. During enrollment be sure to place your finger in a similar fashion per the instructions in Section 1.

I have successfully enrolled my username and password for a website with Password Provider, but when I come back to the website, it's not prompting me to use my fingerprint. What's wrong?

There are some websites and applications which do not appear to be recognized by the Puppy Suite software. This is due to various security features implemented into the website and application code. In these instances, our software is unable to determine where the username and password boxes are, and therefore unable to put the information into the right place.

If you are having problems registering a website, please refer to this manual to be sure you are following the right steps. You can also force the Puppy Suite software to try to insert information on a previously registered website by pressing F12. If these two options fail, please call our Technical Support Center at 866-347-7669 or email us at fiuinfo@am.sony.com. Also, an updated list of non-functional websites is maintained at www.sony.com/Puppy.

Why does the Password Provider authentication dialog box pop up on every new web page even after I've authenticated and logged in to the site?

This is due to the way that the Password Provider component identifies websites. To eliminate this, open [List of Registered Information], edit the specific website entry, and uncheck the [Auto] check box. You will need to press F12 (default) manually when you want to logon to this website, but you will not get the annoying repeat prompts.

I just put my computer in standby mode and then took it out of standby mode. The Puppy Suite™ software does not recognize that the FIU-810 unit is plugged in. What do I do?

If you are waking your PC from standby mode or hibernation, it may take several seconds for the Puppy unit to be recognized by Windows. Click the [Connect] button in the Logon dialog box until the Puppy unit is recognized. Alternatively, wait 5-10 seconds, disconnect the Puppy unit and then reconnect it.

My previously installed security software doesn't seem to working? Why?

The Puppy Suite Personal software's Windows Logon component replaces the Windows GINA (Graphical Identification and Authentication) component with a Puppy GINA. This allows you

to logon with your Puppy unit and your fingerprint. However, some software packages, particularly ones that tie in with Windows authentication mechanisms install their own GINA component. Therefore, there may be a conflict between the Puppy GINA and other installed GINAs. Only one GINA can be active at a time.

Visit www.sony.com/Puppy for more information and possible solutions, or contact our Technical Support Center at 866-347-7669 or email us at fiuinfo@am.sony.com.

Section 8: Glossary

C

Capacitance

A method of capturing a fingerprint image via measurement of the varying capacitance values (electrical field) between the fingerprint sensor and the ridges and valleys of a fingerprint.

Certification Authority (CA)

A trusted organization that issues digital certificates.

CryptoAPI

Cryptographic API (Application Programming Interface) provided by Microsoft.

D

Digital Certificate (or Certificate)

This is an electronic credential which is issued by a trusted organization called a Certification Authority.

E

Encryption Key

This is a cryptographic key used in Crypto Manager. Crypto Manager generates a TripleDES key to encrypt files. The key is also used for decryption of encrypted files.

G

GINA

Stands for Graphical Identification and Authentication. This is a Windows subsystem that handles the logon presentation to the user.

P

PKCS#11

Cryptographic Token Interface Standard provided by RSA Data Security.

T

Template

The file that is generated and stored after enrollment of a fingerprint (or other biometric). The raw image of the fingerprint is not stored. Typically, the file is substantially smaller than the original raw image, and cannot be reverse-engineered into the original image. The template size for the FIU-810 unit is 576 bytes, and is stored encrypted in a separate, read-only memory (EEPROM) deep inside the FIU-810 unit's circuitry.

TripleDES Symmetric Key

This is a key for a symmetric cipher system, and is the same key used for encryption/decryption. DES stands for Data Encryption Standard.

U

User

This is an account which is managed by the Puppy unit and Puppy Suite software. One user can register his/her fingerprint(s) and password on the Puppy unit. The Puppy device can only be used by one individual.

W

Windows Account Information

Information for Windows Logon such as Windows username/account, domain name, password and so on.

Windows Certificate Store (WCS)

Storage area where Windows manages certificates. You can access the WCS through the [Tools] menu of Internet Explorer by choosing [Internet Options] -> [Contents] tab -> [Certificates].

Section 9: Who to Contact?

If you have any problems with your Puppy® unit or the Puppy Suite™ software, need more information on other Sony products, or have specific questions relating to your installation, please contact Sony via the information provided below.

- **Check this first!!**
Information, Software Updates / Patches: www.sony.com/Puppy
- **Technical Support:** 866-347-7669 (toll free in the US)
- **Information:** 866-530-2963 (toll free in the US)