Steps To Uninstall / Install RD Service Drivers on Windows PC

[STEP1]: Uninstall old RD service drivers from PC

Control Panel and uninstall **Morpho RD Service**.

iii > Control Panel > Programs > Programs and Features

Uninstall or change a program

To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.

Organize 🝷 Uninstall	
Name	Publisher
🕼 Microsoft Visual C++ 2013 Redistributable (x86) - 12.0.30501	Microsoft Corporation
🕼 Microsoft Visual C++ 2013 Redistributable (x86) - 12.0.40660	Microsoft Corporation
Microsoft Visual C++ 2017 Redistributable (x64) - 14.11.25325	Microsoft Corporation
Microsoft Visual C++ 2017 Redistributable (x86) - 14.11.25325	Microsoft Corporation
Microsoft Visual Studio Tools for Applications 2017	Microsoft Corporation
Microsoft VSS Writer for SQL Server 2014	Microsoft Corporation
Morpho RD Service Driver versi	Smart Chip Pvt. Ltd.
MorphoSmart USB 64 bits Drive	Morpho
	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

Figure 1: Uninstall RD Service

> Now uninstall **MorphoSmart USB 64 bits driver.**

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	To uninstall a program, select it from	m the list and then click Un	install, Change, or Repair	
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1 🛃 N	Microsoft Visual C++ 2017 Redistributable (x64) - 14.11.25325		Microsoft Corporation	
	🕼 Microsoft Visual C++ 2017 Redistributable (x86) - 14.11.25325		Microsoft Corporation	
	Microsoft Visual Studio Tools for Applications 2017		Microsoft Corporation	
	licrosoft VSS Writer for SQL Server 2	2014	Microsoft Corporation	
			Smart Chip Pvt. Ltd.	
	orphoSmart USB 64 bits Driver		Morpho	
(2) N	lozilla Firefox 76.0.1 (x64 en-US)	Uninstall	Mozilla	
10 N	ozilla Maintenance Service		Mozilla	

Figure 2: Uninstall Device Driver

➢ Go to C:\ drive and delete MORPHORDLOG & MorphoRDServiceL0Soft folder.

🔩 > This PC > Windows (C:) >				
Name		Date mod	ified	Туре
Cisco VPN		3/2/2020	4:16 PM	File folder
KRAMER		12/4/2019 5/18/2020	9 6:33 PM) 10:26 Al	File folder M File folder
MORPHORDLOG MorphoRdServiceL0Soft PerfLogs Program Files Program Files (x86) Quarantine SQLServer2017Media Temp Users Windows msdia80.dll msbootsect.bak	Ope Pin t Class 7-Zi CRC Scan Senc Cut Copy Crea Dele	n in new window o Quick access sify and protect o SHA o for threats d to y te shortcut te	РМ 6 А РМ У РМ У РМ У РМ У В РМ АМ АМ	File folder M File folder File folder File folder

Figure 3: Delete RD Folder

[STEP2]: Install new RD service driver on PC

Name		Status	Date modified	
WindowsRDServiceV2.0.1.60-XXXX.exe		Open		
	P	Run as administrator Classify and protect		
	₹			
		Troubleshoot	compatibility	
		Pin to Start		
		Share		
		View online		
		Version history	1	
		Always keep o	n this device	
		Free up space		
		7-Zip		\rangle
		CRC SHA		\rightarrow
		Edit with Note	pad++	
Fig	jure	4: Run as Ad	dministrator	

> Right click on new setup and click on **Run as administrator**. (xxxx will be bank name)

> Click on **Finish** to restart system once installation will be completed.





Once system will be restarted, user will get pop-up of "Device has been Registered Successfully" on screen.



Figure 6: Device Registration

[STEP5]: After successful device registration user can login into the application to Perform transactions.