



December, 2010

# DigitalPersona Pro v4.4.3 Upgrade Notes

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# Important Upgrade Recommendations

This document is written for upgrades from previous versions of Pro for AD. For fresh installs of the product simply refer to the manuals and readme files.

While we strive to ensure safe and trouble-free system upgrades, we cannot guarantee performance in every IT environment. It is therefore strongly recommended that you carefully plan and perform reasonable precautions before any system upgrade:

- **Review the Readme.txt file included with each DigitalPersona Pro product.**
- **It is also strongly recommended that you review the product's Administrator Guide and identify potential changes to the system administration settings.**
- **Perform a lab test of the upgrade that approximates your particular IT environment.**
- **Incrementally deploy and test your system upgrade (i.e. Server(s) then workstations).**
- **Prepare a software rollback plan to reverse any potential problems. Note that rollback to a previous release may require un-installation of a later revision of software.**

## Notebooks with Built-in Readers

If you are upgrading from an earlier version of the DigitalPersona Pro Workstation software or installing DigitalPersona Pro software product for the first time on a supported notebook with a built-in swipe reader, it is strongly recommended that you review the Readme.txt file included with the product being installed.

## Support for Previous Versions

DigitalPersona Technical Support is available for the previous two (major / minor) software releases. To be eligible for technical support and to ensure optimal software upgradeability to future releases, we recommend that all versions of DigitalPersona Pro software prior to version v4.4.3 be upgraded.

## Recommend explicitly setting the False Accept Rate (FAR)

**We recommend explicitly setting the False Accept Rate (FAR). 100,000 is the recommended value.** The FAR used by all Pro Servers and Pro clients (Workstation and Kiosk Workstation) must be set to the same value. The FAR is the mathematical probability of two different fingerprints being falsely matched. Use the following policy setting to set the FAR value: `Computer Configuration\Administrative Templates\DigitalPersona Pro\DigitalPersona Pro <Server or Workstation or Kiosk Workstation>\Fingerprint Recognition\False Accept Rate used for fingerprint verification`. Please see the False Accept Rate Considerations section of this document for more information.

## End of Support for Pro v1.x and 2.x

Effective with the release of DigitalPersona Pro Software v4.0, DigitalPersona no longer provided technical support for versions 1.x and 2.x of DigitalPersona Pro. Customers who have not upgraded should contact their DigitalPersona Partner or DigitalPersona Account Manager for information regarding upgrading.

## Upgrading Your Pro Installation

Please contact [sales@digitalpersona.com](mailto:sales@digitalpersona.com) for information & pricing to upgrade your DigitalPersona Pro installation.

## Maintenance & Support Plans

Please contact [sales@digitalpersona.com](mailto:sales@digitalpersona.com) for details and pricing for our Maintenance & Support plans.

## Version Supportability Information

### Pro WORKSTATION and KIOSK versions to OS table

Version	Win7 64b	Win7 32b	2008*(+) 64b	2008*(+) 32b	Vista(++) 64b	Vista(++) 32b	XP 64b	XP 32b	XPe	2003(+) 64b	2003(+) 32b	SBS 2003(+) R2 32b	2000(+) 32b
4.4.[123]	X	X	X	X	X	X	X	X	X	X	X	X	X
4.4.0	-	-	X	X	X	X	X	X	X	X	X	X	X
4.3.2	-	-	X	X	X	X	X	X	X	X	X	X	X
4.3.1	-	-	X	X	X	X	X	X	X	X	X	X	X
4.3.0	-	-	X	X	X	X	-	X	X	X	X	X	X
4.2.[45]	-	-	-	-	X	X	-	X	X	-	X	X	X
4.2.1	-	-	-	-	X	X	-	X	X	-	X	X	X
4.2.0	-	-	-	-	-	X	-	X	X	-	X	X	X
4.1.0	-	-	-	-	-	-	-	X	-	-	X	-	X
4.0.[01]	-	-	-	-	-	-	-	X	-	-	X	-	X
3.5.[01]	-	-	-	-	-	-	-	X	-	-	X	-	X

\* 2008 includes 2008 R2

++ = Vista Home is *not* supported

+ = *Not* configured as a domain controller

### Pro SERVER version to OS table

Version	2008* 64b	2008* 32b	SBS 2008	2003 64b	2003 32b	SBS 2003 SP1 32b	2000 32b
4.4.3	X (+++)	X	X	X (+++)	X	X	X
4.3.0	X (+++)	X	X	X (+++)	X	X	X
4.2.4	-	-		(++++)	X	X	X
4.2.1	-	-		-	X	X	X
4.2.0	-	-		-	X	X	X
SBS 4.2.0	-	-		-	-	X	-
4.1.0	-	-		-	X	-	X
4.0.1	-	-		-	X	-	X
4.0.0	-	-		-	X	-	X
3.5.1	-	-		-	X	-	X
3.5.0	-	-		-	X	-	X

+++ = For legacy 3.x Pro client support install the 32b Pro Server onto 64 OSs

++++ = While this OS is *not* supported, the Pro Server 4.2.4 32b *will* install on Windows Server 2003 64b **and** Pro Server Kiosk Add-On 4.2.4 32b *will* install on Windows Server 2003 64b

\* 2008 includes 2008 R2

### Pro client to Supported Web Browser Table

Supported in version	IE 8	IE 7	IE 6	FF 3.5	FF 3.0
4.4.0 and higher	X	X	X	X	X
4.3.0 and higher	-	X	X	-	X
Prior to 4.3.0	-	X	X	-	-

Pro does NOT support: Safari, Opera, Chrome, non-Firefox (FF) Mozilla, Netscape, AOL or any other browser not listed.

# False Accept Rate Considerations

## False Accept Rate Recommendations

We recommend explicitly setting the False Accept Rate (FAR). 100,000 is the recommended value. The FAR used by all Pro Servers and Pro clients (Workstation and Kiosk Workstation) must be set to the same value. The FAR is the mathematical probability of two different fingerprints being falsely matched. If not explicitly set, a programmatic default FAR is used, however these default values have varied with recent releases: Prior to 4.3.0 the default FAR was 100,000, from 4.3.0 to 4.4.2 the default FAR was 10,000, and in 4.4.3 the default FAR was reset again to 100,000. Too low of a FAR may result in fingerprint false accepts, while too high of a FAR may result in fingerprint false rejects. The default of 100,000 presents a secure by default solution which can then be tuned as needed. Explicitly setting the FAR is recommended as the default has changed with recent releases.

If not explicitly set, a programmatic default is used, the defaults in different Pro versions are:

- If not defined by GPO for *Pro version 4.4.3 and higher*, the FAR setting is 1 in 100,000
- If not defined by GPO for *Pro 4.3.0 through 4.4.2*, the FAR setting is 1 in 10,000
- If not defined by GPO for *Pro versions prior to 4.3.0*, the FAR setting is 1 in 100,000

## False Accept Rate Management by GPO Settings Locations

The False Accept Rate (FAR) is managed via DigitalPersona Active Directory Group Policy Administrative Templates (.adm) settings. Server, Workstation, and Kiosk setting locations:

- Computer configuration / Administrative Templates / DigitalPersonaPro / DigitalPersonaPro Server / Fingerprint Recognition / False Accept Rate used in fingerprint verification
- Computer configuration / Administrative Templates / DigitalPersonaPro / DigitalPersonaPro Workstation / Fingerprint Recognition / False Accept Rate used in fingerprint verification
- Computer configuration / Administrative Templates / DigitalPersonaPro / DigitalPersonaPro Kiosk / Fingerprint Recognition / False Accept Rate used in fingerprint verification

## False Accept Rate Settings Explained

The False Accept Rate (FAR) specifies the False Accept Rate for fingerprint verification. The FAR is the mathematical probability (1:n) of two different fingerprints being falsely matched.

The value of n, which is specified in the Value: (one in) text box, indicates the likelihood of false fingerprint verification. The higher the value of n, the less likely a fingerprint will be falsely accepted as verified. For example, setting n to 10,000 indicates that it is probable that one in every 10,000 fingers will be falsely accepted as verified; setting n to 100,000 sets the probability to one in 100,000.

Particularly high values of n may cause false rejection of good fingerprint scans.

If this setting is not configured, the default values of one in 10,000 (Pro 4.3.0 and higher) or 100,000 (Pro versions prior to 4.3.0) are used. The maximum value for n is one in 1,000,000; the minimum is one in 1,000. In an environment with mixed pre-4.3.0 and post-4.3.0 and no FAR GPOs set, a FAR mismatch can result!

False Reject Rates and False Accept Rates are only probabilistic estimates and not indicators of actual performance in a given deployment.

# Important Information For All Upgrades

For the following upgrade scenarios these are important and relevant considerations:

- Upgrading Stand Alone Workstation (no Pro Server)
- Upgrade from 4.x Server and 4.x Kiosk
- Upgrade from 3.x Server and 1.x Kiosk
- Upgrade from 4.x Server and 4.x Workstation
- Upgrade from 4.x Server and 3.x Workstation
- Upgrade from 3.x Server and 3.x Workstation

## DigitalPersona Pro v4.4.3 Clients Require the Presence of DigitalPersona Pro 4.x Server

Please note that DigitalPersona Pro 4.x clients cannot be deployed with DigitalPersona Pro Server 3.x or earlier. You must install DigitalPersona Pro Server 4.x prior to installing DigitalPersona Pro v4.4.3 clients in an existing DigitalPersona Pro deployment.

## Pro Server 64-bit(x64) Interoperability

DigitalPersona Pro Server v4.3.0 (and higher) 64 bit (x64) does NOT provide support for DigitalPersona Pro 3.x Workstation; this is also known as legacy support. If you wish to install DigitalPersona Pro Server v4.3.0 (or higher) onto a 64 bit server platform, be sure to install the 32 bit (x86) Pro Server software onto your 64 bit OS to enable backwards compatibility support for Pro 3.x Workstation.

- .\Pro Server\Setup.exe ..... installs 32b or 64b, matching the bits of the OS
- .\Pro Server\Bin\Setup.exe ..... installs 32b
- .\Pro Server\Bin\x64\Setup.exe ..... installs 64b

64 bit DP Admin Tools and OTS Admin Tool should be used on 64 bit operating systems.

Note that additionally 32 bit **Pro Server 4.4.3 requires patch DP04\_02\_007 to support Pro 3.x Workstation.** (Patch DP04\_02\_007 replaces DP04\_02\_003. As there is not backwards compatibility with 64 bit Pro Server there is no 64 bit version of this patch either.)

## Upgrading Pro Server

While recommended, it is not necessary that Pro Servers are upgraded along with Pro clients. DigitalPersona Pro Workstation v4.4.3 & DigitalPersona Pro Kiosk v4.4.3 are supported by DigitalPersona Pro Server 4.x and higher.

## Upgrading OneTouch SignOn Administration Tool

To ensure the compatibility of One Touch SignOn templates across all DigitalPersona Pro clients and to maximize the utilization of the new features available in Pro Solution v4.4.3, we recommend that all DigitalPersona Pro clients be upgraded to v4.4.3. The OneTouch SignOn Administration Tool should also be upgraded to the latest version (or to the version matching the Pro clients.)

## Current Versions of Pro Components in the Pro 4.4.3 Solution

Pro Solution	Additional Optional Components
Server ..... <b>4.3.3</b>	Extended Server Policy Module..... <b>4.3.3</b>
License Control Manager Tool ..... <b>4.4.3</b>	Kiosk ID Server Add-on ..... <b>4.4.3</b>
User Query Tool ..... <b>4.4.3</b>	Kiosk for ID Server..... <b>4.4.3</b>
Attended Fingerprint Registration Tool..... <b>4.4.3</b>	
Fingerprint logon for DCs ..... <b>4.4.3</b>	
Workstation..... <b>4.4.3</b>	
OneTouch SignOn (OTS) Admin Tool..... <b>4.4.3</b>	
Kiosk Server Add-on..... <b>4.4.3</b>	
Kiosk (Workstation)..... <b>4.4.3</b>	

# Server Hardware or Software Changes with Pro in Place

## Scenario:

If you are working with an **existing production AD Forest and AD Domain with Pro 4.x in place** and are:

- **Refreshing Domain Controller (DC) hardware**
- **Upgrading DC Operating System (ex. 2000 or 2003 to 2008 Server)**
- **Adding additional DCs and then decommissioning older DCs**

Please follow the recommendations detailed below to **ensure minimal service interruption**

## Stored in AD:

- AD Schema modifications made by the Pro AD Schema Extension wizard (*Run once per Forest during the initial installation*)
- Permission changes made to the AD Domain by the Pro AD Domain Preparation wizard (*Run once per Domain during the initial installation*)
- DigitalPersona Pro **licenses** (*Run once per Domain*)
- DigitalPersona GPO .adm files and actual **GPO settings**
- Users' registered fingerprint templates
- Users' OneTouch Sign-on (OTS) **credentials**
- If the OTS share is in the AD SYSVOL then this too is stored in AD

**We strongly recommend all Pro server, client and admin tool software be at the most current versions. If you must have mixed versions of Pro in place, be sure to set the False Accept Rate (FAR) for Pro servers and Pro clients via GPO.** Mixed versions would include Pro clients and Pro servers from different releases (e.g.: Pro Server 4.4.3 and Pro Workstation 4.3.2).

## Pro client caching (By default, caching is not disabled):

- **Most day to day Pro functionality will be available even without a Pro Server being accessible**
- Users will NOT be able to manage fingerprints (as these are stored in AD)
- Users will NOT be able to use a fingerprint to access DigitalPersona Workstations they've never used a fingerprint to log onto before (as they would had to have used it before to be in the cache)

**How can one test a new Pro Server?** Stop the Biometric Authentication Service on all the Pro Servers not being tested and then try managing fingerprints from a Pro client. If you get the warning message stating that changes made will be stored locally only, then the Pro client is not properly communicating with the Pro Server. If you can for example, add a new fingerprint without receiving the warning message, then the Server is accessible and working. You can also see the Pro Server is working by using the Pro User Query Admin Tool to log to file and then view the log looking for an entry detailing a user with newly registered fingerprints or by looking at user's last modified timestamps.

## Gracefully remove Pro Server when you decommission a DC running Pro Server

Note that it is important to gracefully remove Pro Server when you decommission a DC running Pro Server. The graceful removal of Pro Server does a few things, including:

- Removing dynamic DNS service records which Pro clients use to find Pro Server
- Removing metadata from AD about the Pro Server (which if left behind can cause some issues)

## Example:

You have a fully functional Pro 4.x deployment with two DCs, one of which is an older box running Windows 2000 Server. You are replacing this DC with new server hardware which will run Windows 2008 R2 Server OS.

- All fingerprints, licenses, GPOs. etc. are stored in AD
  - You're already on Pro 4.x so there is NO need to run the AD Schema extension or Domain prep again
1. Once the Windows 2008 R2 server has been promoted to a DC, install DigitalPersona Pro Server
  2. Gracefully remove Pro from the Windows 2000 DC by uninstalling DigitalPersona Pro Server and then decommissioning the DC as planned

## Frequently Asked Questions (FAQ)

*Q: Where do I obtain the Pro Admin Guide?*

A: Download or view the **Pro Admin Guide PDF** from here: <http://www.digitalpersona.com/support/reference-material/pro-reference-material/>

*Q: Do I need to run the DigitalPersona Pro for AD Schema Extension?*

A: **The Schema Extension is only run once per AD Forest when Pro for AD is first deployed.** If you have an existing Pro 3.x or 4.x environment, you do not need to extend the schema further. (If you initially deployed Pro prior to version 4.3.2 then please review the Pro Admin Guide section entitled **How do I increase the storage that is used for "Secrets"**).

*Q: Do I need to run the DigitalPersona Pro for AD Domain Prep?*

A: **The Domain Prep need only be run once per domain. If you have an existing Pro 3.x environment then you need to run this when upgrading to Pro 4.x, otherwise it need not be re-run.** Running the Domain Prep on a functioning Pro environment will reset Pro related permissions back to their defaults, including Kiosk Membership and Register / Delete Fingerprints.

*Q: Do I need to set GPOs on every Domain Controller (DC) / Pro Server?*

A: **GPOs are stored in AD and need only be set once** (from any AD Users and Computers or GPMC) and then exist in AD and are replicated by AD among all the DCs.

*Q: Do I need to add Pro licenses on every DC / Pro Server?*

A: **Licenses are stored in AD and need only be added once** and then the licenses exist in AD.

*Q: Do I need to install Pro Server on every DC?*

A: **For optimal fault tolerance and load balancing Pro Server should be installed on every DC.** If you use AD Sites, then to additionally optimize WAN usage Pro Server should be installed in every AD Site. Pro Kiosk requires Pro Server connectivity. Pro Workstation does fingerprint caching, much like Microsoft's credential caching, and thus can operate without Pro Server for a while in a manner that is mostly transparent to the user. The base Pro Server purchase is licensed for one "primary" server and one "backup" server. Please contact DigitalPersona Sales for purchase of additional Pro Server licenses.

*Q: If using Pro Kiosk, do I need to install the Pro Kiosk Add-on on every Pro Server?*

A: **If using Pro Kiosk, for optimal fault tolerance and load balancing, the Pro Kiosk Add-on should be installed on every Pro Server.**

*Q: If using Pro ID Server, do I need to install ID Server onto every Pro Server?*

A: **If using Pro ID Server, for optimal fault tolerance and load balancing, the Pro ID Server Add-on should be installed on every Pro Server.**

*Q: Where do I obtain these Pro Upgrade Notes? (In case you're reading a print-out.)*

A: Download or view the **Pro Upgrade Notes PDF** from here: <http://www.digitalpersona.com/support/reference-material/pro-upgrade-notes/>

# Upgrading Stand Alone Workstation

## Upgrading DigitalPersona Pro Workstations

To ensure the compatibility of One Touch SignOn templates across all DigitalPersona Pro Workstations and to maximize the utilization of the new features available in DigitalPersona Pro Workstation v4.4.3, we recommend that all DigitalPersona Pro Workstations be upgraded to v4.4.3. The OneTouch SignOn Administration Tool should also be upgraded to the latest version.

<b>Data Migration Notes</b>		
<b>Application/Policy</b>	<b>Changes</b>	<b>Actions</b>
<b>One Touch SignOn (OTS) Templates</b>	To ensure compatibility between Internet Explorer, Firefox and DigitalPersona Pro 4.4.3, new templates should be created using Internet Explorer and the DigitalPersona Pro One Touch SignOn Administration Tool. A small percentage of the existing OTS templates may not be compatible with DigitalPersona Pro v4.4.3 and will need to be converted using the DigitalPersona One Touch SignOn Administration Tool. To ensure compatibility with Firefox, templates created before 4.3.0 will need to be retrained using Internet Explorer and the DigitalPersona One Touch SignOn Administration Tool.	See the <b>Converting OTS Templates &amp; Fingerprint Logon Retraining</b> section of this document.
<b>Web site One Touch Internet (OTI) logon screens</b>	All existing web site OTI logon screens will continue to work with Internet Explorer after upgrading to DigitalPersona Pro Workstation v4.4.3. To ensure Firefox compatibility, fingerprint logons created prior to 4.3.0 should be deleted and recreated.	See the <b>Converting Win32 OTI Logon Screens</b> section of this document.
<b>One Touch Crypto (OTC)</b>	This application is no longer included with the DigitalPersona Pro. Please contact <a href="mailto:sales@digitalpersona.com">sales@digitalpersona.com</a> for additional information.	All files encrypted with OTC must be unencrypted before uninstalling or upgrading prior versions of DigitalPersona Pro Workstation software.

### To upgrade existing standalone DigitalPersona Pro Workstations (non-networked) to DigitalPersona Pro Workstation v4.4.3:

1. Notify users to decrypt any files encrypted with One Touch Crypto if applicable.
2. Upgrade all existing DigitalPersona Pro Workstations to v4.4.3.
3. Deploy additional DigitalPersona Pro Workstations v4.4.3.
4. Remove previously added DigitalPersonaProWksta.adm from the Local Computer Policy and add the new DigitalPersonaProWksta.adm file.

# Upgrade from 4.x Server and 4.x Kiosk

## If Your Current Version Is:

DigitalPersona Pro Server version	4.0.0	4.2.1	
	4.0.1	4.2.4	
	4.1.0	4.3.0	
<hr/>			
DigitalPersona Pro Kiosk version	4.1.0	4.3.1	
	4.2.1	4.3.2	
	4.2.4	4.4.0	
	4.2.5	4.4.1	
	4.3.0		

## Data Migration Notes:

<b>Application/Policy</b>	<b>Changes</b>	<b>Actions</b>
<b>One Touch SignOn (OTS) Templates</b>	To ensure compatibility between Internet Explorer, Firefox and DigitalPersona Pro 4.4.3, new templates should be created using Internet Explorer and the DigitalPersona Pro One Touch SignOn Administration Tool. A small percentage of the existing OTS templates may not be compatible with DigitalPersona Pro v4.4.3 and will need to be converted using the DigitalPersona One Touch SignOn Administration Tool. To ensure compatibility with Firefox, templates created before 4.3.0 will need to be retrained using Internet Explorer and the DigitalPersona One Touch SignOn Administration Tool.	See the <b>Converting OTS Templates &amp; Fingerprint Logon Retraining</b> section of this document.
<b>One Touch Crypto (OTC)</b>	This application is no longer included with the DigitalPersona Pro. Please contact <a href="mailto:sales@digitalpersona.com">sales@digitalpersona.com</a> for additional information.	All files encrypted with OTC must be unencrypted before uninstalling or upgrading prior versions of Pro Kiosk software.

## Recommended Upgrade Steps:

1. Uninstall all existing DigitalPersona Pro Servers (no restart is required).
2. Install DigitalPersona Pro Server v4.3.0 (no restart is required) on all DigitalPersona Pro Servers.
3. Install the DigitalPersona Pro Kiosk Server Add-on located in the DigitalPersona Server **DigitalPersona Pro Kiosk Server Add-on\Install** folder on all DigitalPersona Pro Servers.
4. Remove previously added DigitalPersonaProKiosk.adm from the Computer Policy and add the new DigitalPersonaProKiosk.adm file. (.adm files are put in place by the Pro Server install and require no additional action.)
5. Ensure the FAR (False Accept Rate) is set by GPO to 100,000 (or some custom value) constantly for Pro Server and clients.
6. Upgrade all existing DigitalPersona Pro Kiosk to v4.4.3.
7. Deploy additional DigitalPersona Pro Kiosk Workstations v4.4.3.

## Upgrade from 3.x Server and 1.x Kiosk

This section does not directly address workstation upgrades, see other sections of these Upgrade Notes for that.

### If Your Current Version Is:

DigitalPersona Pro Server version	3.5.0 3.5.1
DigitalPersona Pro Kiosk version	1.0.2

### Data Migration Note:

<i>Application/Policy</i>	<i>Changes</i>	<i>Actions</i>
<b>One Touch SignOn (OTS) Templates</b>	To ensure compatibility between Internet Explorer, Firefox and DigitalPersona Pro 4.4.3, new templates should be created using Internet Explorer and the DigitalPersona Pro One Touch SignOn Administration Tool. A small percentage of the existing OTS templates may not be compatible with DigitalPersona Pro v4.4.3 and will need to be converted using the DigitalPersona One Touch SignOn Administration Tool. To ensure compatibility with Firefox, templates created before 4.3.0 will need to be retrained using Internet Explorer and the DigitalPersona One Touch SignOn Administration Tool.	See the <b>Converting OTS Templates &amp; Fingerprint Logon Retraining</b> section of this document.

### Recommended Upgrade Steps for environments with Pro Servers on 32 bit Operating Systems:

1. Uninstall all existing DigitalPersona Pro Servers (no restart is required).
2. Launch the Domain Configuration Wizard (included with your DigitalPersona Server installation files) in all domains where users will be authenticated. (This step should only be performed once, prior to the first DigitalPersona Pro 4.x Server installation.)
3. Install DigitalPersona Pro Server v4.4.3 (no restart is required) on all DigitalPersona Pro Servers.
4. Download and install **Patch DP04\_02\_007** from <http://www.digitalpersona.com/support/downloads/software-updates/pro-server/>, following the detailed deployment steps for this patch in its readme.txt. This is required on Pro Server 4.4.3 for backwards compatibility support of pre Pro 4.x clients.
5. Install the DigitalPersona Pro Kiosk Server Add-on located in the DigitalPersona Server **DigitalPersona Pro Kiosk Server Add-on\Install** folder on all DigitalPersona Pro Servers.
6. Remove previously added DigitalPersonaProKiosk.adm from the Computer Policy and add the new DigitalPersonaProKiosk.adm file. (.adm files are put in place by the Pro Server install and require no additional action.)
7. Install the License file using the License Control Manager. (This step need only be performed once per domain.) To obtain license follow the Licensing & Administration section of the [Pro 4.x Quick Start Guide](#).
8. Convert existing OTS templates using the OTS Administration Tool; the Conversion Utility will check for and convert older templates that need to be made compatible with Pro Kiosk v4.4.3.
9. Ensure the FAR (False Accept Rate) is set by GPO to 100,000 (or some custom value) constantly for Pro Server and Kiosk and Workstation clients.
10. Upgrade all existing DigitalPersona Pro Kiosk workstations to v4.4.3.
11. Deploy additional DigitalPersona Pro Kiosk workstations v4.4.3.

## Recommended Upgrade Steps for environments with Pro Servers on 64 bit Operating Systems:

1. Uninstall all existing DigitalPersona Pro Servers (no restart is required).
2. Launch the Domain Configuration Wizard (included with your DigitalPersona Server installation files) in all domains where users will be authenticated. (This step should only be performed once, prior to the first DigitalPersona Pro 4.x Server installation.)
3. Install 32 bit DigitalPersona Pro Server v4.4.3 (no restart is required) on all DigitalPersona Pro Servers – **to force the 32 bit install launch from .\Pro Server\Bin\Setup.exe.**
4. Download and install **Patch DP04\_02\_007** from <http://www.digitalpersona.com/support/downloads/software-updates/pro-server/>, following the detailed deployment steps for this patch in its readme.txt. This is required on Pro Server 4.4.3 for backwards compatibility support of pre Pro 4.x clients.
5. Install the DigitalPersona Pro Kiosk Server Add-on located in the DigitalPersona Server **DigitalPersona Pro Kiosk Server Add-on\Install** folder on all DigitalPersona Pro Servers – here the **32 bit install must be forced also - .\Kiosk Server Add-on\bin\Setup.exe.**
6. Remove previously added DigitalPersonaProKiosk.adm from the Computer Policy and add the new DigitalPersonaProKiosk.adm file. (.adm files are put in place by the Pro Server install and require no additional action.)
7. The normal 64 bit DP Admin Tools and OTS Admin Tool should be used (supports 64 bit AD Users and Computers snap-in, etc.)
8. Install the License file using the License Control Manager. (This step need only be performed once per domain.) To obtain license follow the Licensing & Administration section of the [Pro 4.x Quick Start Guide](#).
9. Convert existing OTS templates using the OTS Administration Tool; the Conversion Utility will check for and convert older templates that need to be made compatible with Pro Kiosk v4.4.3.
10. Ensure the FAR (False Accept Rate) is set by GPO to 100,000 (or some custom value) constantly for Pro Server and Kiosk and Workstation clients.
11. Upgrade all existing DigitalPersona Pro Kiosk workstations to v4.4.3.
12. Deploy additional DigitalPersona Pro Kiosk workstations v4.4.3.
13. Optionally you can remove all 32 bit Server code and replace with 64 bit once all Pre-4.x client software is upgraded – however testing has shown no significant performance gains.

## For mixed environment of Pro AD Workstation 3.x and 4.x

*If you have deployed Pro software in a Windows Server 2003 SP1 environment and will continue to run a mixed environment of Pro AD Workstation versions 3.x and 4.x, please read the following notice:*

[http://www.digitalpersona.com/index.php?id=bus\\_support\\_refMaterial\\_windows2003SP1Notice](http://www.digitalpersona.com/index.php?id=bus_support_refMaterial_windows2003SP1Notice)

# Upgrade from 4.x Server and 4.x Workstation

## If Your Current Version Is:

Pro Server versions 4.0.0, 4.0.1, 4.1.0, 4.2.1, 4.2.4, or 4.3.0

Pro Workstation versions 4.0.0, 4.0.1, 4.1.0, 4.2.1, 4.2.4, 4.2.5, 4.3.0, 4.3.1, 4.3.2, 4.4.0, or 4.4.1

## Data Migration Notes:

<b>Application/Policy</b>	<b>Changes</b>	<b>Actions</b>
<b>One Touch SignOn (OTS) Templates</b>	To ensure compatibility between Internet Explorer, Firefox and DigitalPersona Pro 4.4.3, new templates should be created using Internet Explorer and the DigitalPersona Pro One Touch SignOn Administration Tool. A small percentage of the existing OTS templates may not be compatible with DigitalPersona Pro v4.4.3 and will need to be converted using the DigitalPersona One Touch SignOn Administration Tool. To ensure compatibility with Firefox, templates created before 4.3.0 will need to be retrained using Internet Explorer and the DigitalPersona One Touch SignOn Administration Tool.	See the <b>Converting OTS Templates &amp; Fingerprint Logon Retraining</b> section of this document.
<b>Web site One Touch Internet (OTI) logon screens</b>	All existing web site OTI logon screens will continue to work with Internet Explorer after upgrading to DigitalPersona Pro Workstation v4.4.3. To ensure Firefox compatibility, fingerprint logons created prior to 4.3.0 should be deleted and recreated.	See the <b>Converting Win32 OTI Logon Screens</b> section of this document.
<b>One Touch Crypto (OTC)</b>	This application is no longer included with the DigitalPersona Pro. Please contact <a href="mailto:sales@digitalpersona.com">sales@digitalpersona.com</a> for additional information.	All files encrypted with OTC must be unencrypted before uninstalling or upgrading prior versions of Pro Workstation software.
<b>Pro User &amp; Computer Policies</b>	These policies have been changed with the release of DigitalPersona Pro v4.3.	See the <b>Extended Server Policy Module</b> section of this document

## Recommended Upgrade Steps:

1. Uninstall all existing Pro Servers (no restart is required).
2. Install Pro Server 4.4.3 (no restart is required)
3. Remove previously added DigitalPersonaProWksta.adm from the Computer Policy and add the new DigitalPersonaProWksta.adm file.
4. Ensure the FAR (False Accept Rate) is set by GPO to 100,000 (or some custom value) constantly for Pro Server and clients.
5. Upgrade all existing DigitalPersona Pro Workstations to v4.4.3.
6. Deploy additional Pro 4.4.3 workstations.

# Upgrade from 3.x Server and 3.x Workstation

## If Your Current Version Is:

Pro Server versions	3.5.0 3.5.1
Pro Workstation versions	3.5.0 3.5.1

## Data Migration Note:

<b>Application/Policy</b>	<b>Changes</b>	<b>Actions</b>
<b>One Touch SignOn (OTS) Templates</b>	To ensure compatibility between Internet Explorer, Firefox and DigitalPersona Pro 4.4.3, new templates should be created using Internet Explorer and the DigitalPersona Pro One Touch SignOn Administration Tool. A small percentage of the existing OTS templates may not be compatible with DigitalPersona Pro v4.4.3 and will need to be converted using the DigitalPersona One Touch SignOn Administration Tool. To ensure compatibility with Firefox, templates created before 4.3.0 will need to be retrained using Internet Explorer and the DigitalPersona One Touch SignOn Administration Tool.	See the <b>Converting OTS Templates &amp; Fingerprint Logon Retraining</b> section of this document.
<b>Web site One Touch Internet (OTI) logon screens</b>	All existing web site OTI logon screens will continue to work with Internet Explorer after upgrading to DigitalPersona Pro Workstation v4.4.3. To ensure Firefox compatibility, fingerprint logons created prior to 4.3.0 should be deleted and recreated.	See the <b>Converting Win32 OTI Logon Screens</b> section of this document.
<b>One Touch Crypto (OTC)</b>	This application is no longer included with the DigitalPersona Pro. Please contact <a href="mailto:sales@digitalpersona.com">sales@digitalpersona.com</a> for additional information.	All files encrypted with OTC must be unencrypted before uninstalling or upgrading prior versions of Pro Workstation software.
<b>Pro User &amp; Computer Policies</b>	These policies have been changed with the release of DigitalPersona Pro v4.3.	See the <b>Extended Server Policy Module</b> section of this document

## Recommended Upgrade Steps for environments with Pro Servers on 32 bit Operating Systems:

1. Uninstall all existing DigitalPersona Pro Servers (no restart is required).
2. Launch the Domain Configuration Wizard (included with your DigitalPersona Server installation files) in all domains where users will be authenticated. (This step should only be performed once, prior to the first DigitalPersona Pro 4.x Server installation.)
3. Install DigitalPersona Pro Server v4.4.3 (no restart is required) on all DigitalPersona Pro Servers.
4. Download and install **Patch DP04\_02\_007** from <http://www.digitalpersona.com/support/downloads/software-updates/pro-server/>, following the detailed deployment steps for this patch in its readme.txt. This is required on Pro Server 4.4.3 for backwards compatibility support of pre Pro 4.x clients.
5. Remove previously added DigitalPersonaProKiosk.adm from the Computer Policy and add the new DigitalPersonaProKiosk.adm file. (.admx files are put in place by the Pro Server install and require no additional action.)
6. Install the License file using the License Control Manager. (This step need only be performed once per domain.) To obtain license follow the Licensing & Administration section of the [Pro 4.x Quick Start Guide](#).
7. Convert existing OTS templates using the OTS Administration Tool; the Conversion Utility will check for and convert older templates that need to be made compatible with Pro Kiosk v4.4.3.
8. Ensure the FAR (False Accept Rate) is set by GPO to 100,000 (or some custom value) constantly for Pro Server and Kiosk and Workstation clients.
9. Upgrade all existing DigitalPersona Pro Kiosk workstations to v4.4.3.
10. Deploy additional DigitalPersona Pro Kiosk workstations v4.4.3.

## Recommended Upgrade Steps for environments with Pro Servers on 64 bit Operating Systems:

1. Uninstall all existing DigitalPersona Pro Servers (no restart is required).
2. Launch the Domain Configuration Wizard (included with your DigitalPersona Server installation files) in all domains where users will be authenticated. (This step should only be performed once, prior to the first DigitalPersona Pro 4.x Server installation.)
3. Install 32 bit DigitalPersona Pro Server v4.4.3 (no restart is required) on all DigitalPersona Pro Servers – **to force the 32 bit install launch from .\Pro Server\Bin\Setup.exe**.
4. Download and install **Patch DP04\_02\_007** from <http://www.digitalpersona.com/support/downloads/software-updates/pro-server/>, following the detailed deployment steps for this patch in its readme.txt. This is required on Pro Server 4.4.3 for backwards compatibility support of pre Pro 4.x clients.
5. Remove previously added DigitalPersonaProKiosk.adm from the Computer Policy and add the new DigitalPersonaProKiosk.adm file. (.admx files are put in place by the Pro Server install and require no additional action.)
6. The normal 64 bit DP Admin Tools and OTS Admin Tool should be used (supports 64 bit AD Users and Computers snap-in, etc.)
7. Install the License file using the License Control Manager. (This step need only be performed once per domain.) To obtain license follow the Licensing & Administration section of the [Pro 4.x Quick Start Guide](#).
8. Convert existing OTS templates using the OTS Administration Tool; the Conversion Utility will check for and convert older templates that need to be made compatible with Pro Kiosk v4.4.3.
9. Ensure the FAR (False Accept Rate) is set by GPO to 100,000 (or some custom value) constantly for Pro Server and Kiosk and Workstation clients.
10. Upgrade all existing DigitalPersona Pro Kiosk workstations to v4.4.3.
11. Deploy additional DigitalPersona Pro Kiosk workstations v4.4.3.
12. Optionally you can remove all 32 bit Server code and replace with 64 bit once all Pre-4.x client software is upgraded – however testing has shown no significant performance gains.

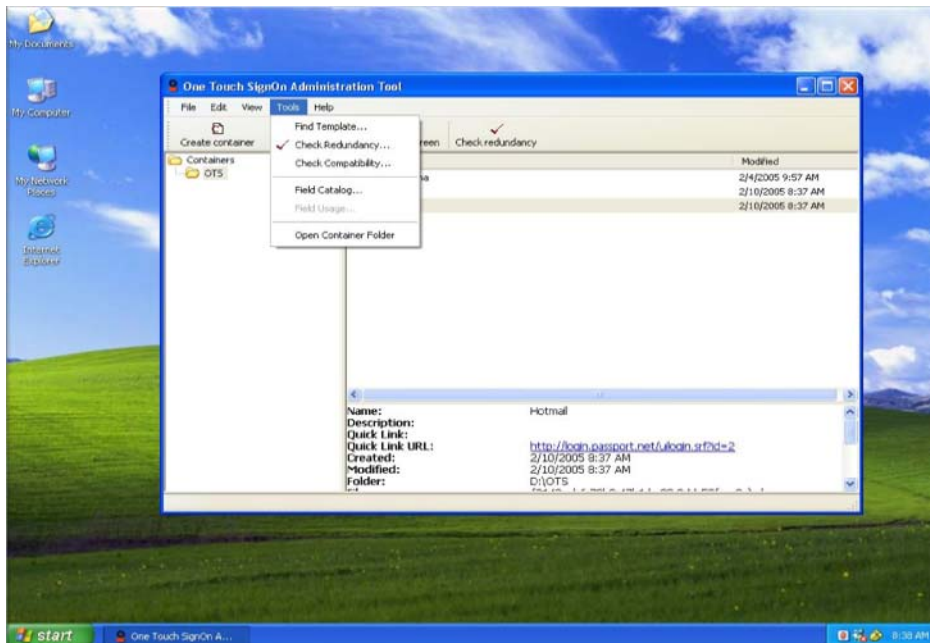
## For mixed environment of Pro AD Workstation 3.x and 4.x

*If you have deployed Pro software in a Windows Server 2003 SP1 environment and will continue to run a mixed environment of Pro AD Workstation versions 3.x and 4.x, please read the following notice:*

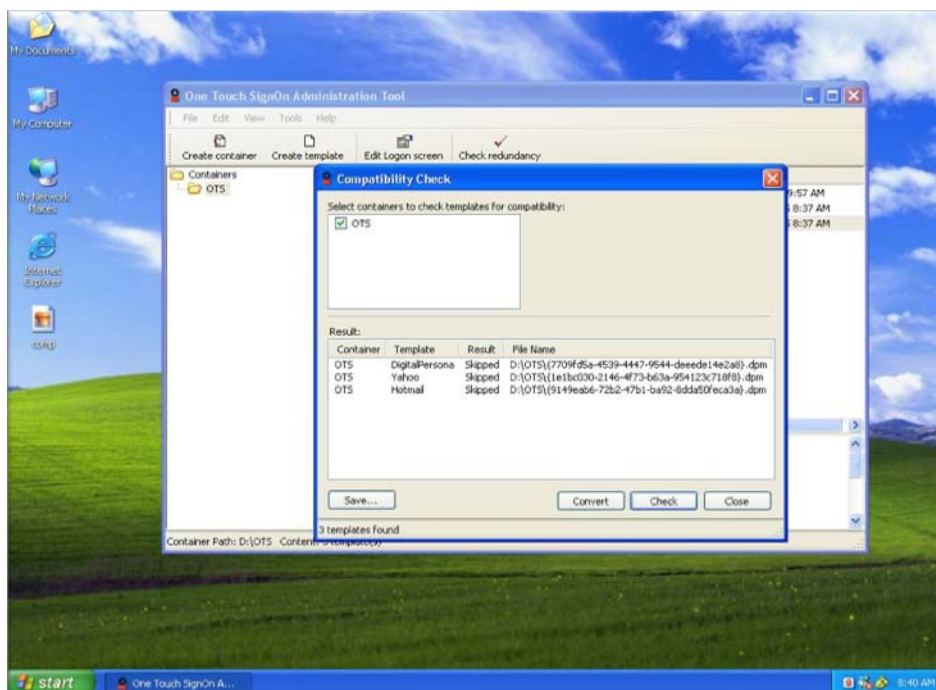
[http://www.digitalpersona.com/index.php?id=bus\\_support\\_refMaterial\\_windows2003SP1Notice](http://www.digitalpersona.com/index.php?id=bus_support_refMaterial_windows2003SP1Notice)

## Converting OneTouch SignOn (OTS) Templates

1. Open the OTS Administration Tool.
2. Go to Tools menu and click on Check Compatibility



3. In the Check Compatibility window click on the Save button if you want to keep a backup of your current OTS templates before converting them.
4. Click on the Convert button to convert all OTS templates. The conversion utility will convert the templates and automatically save them in their current location.
5. Click on the Close button to close the Compatibility window.
6. Restart your workstation to automatically download the converted templates to your system.



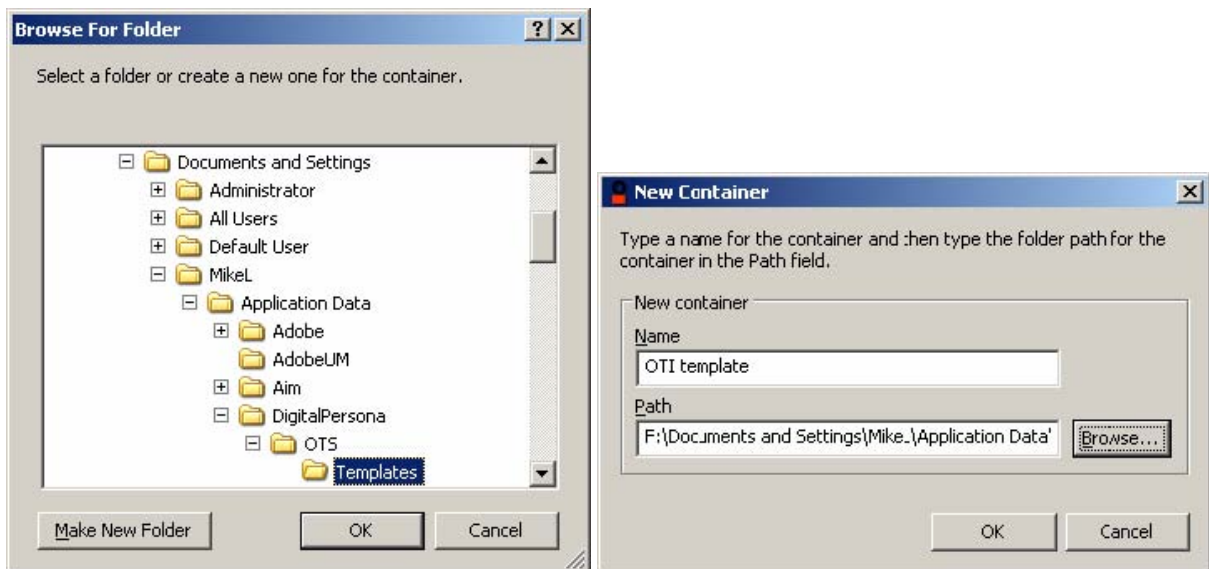
## Converting Win32 OneTouch Internet (OTI) Logon Screens

1. Install the One Touch SignOn Administration Tool from the Pro Solution v4.4.3 One Touch SignOn folder located in the software package.
2. Start the Tool by going to Start / DigitalPersona Pro / OTS Administration Tools
3. Create a new container that contains the path to the location where OTI templates are located.

The OTI templates you created are located in a hidden folder in your user profiles folder; this folder is located at:

C:\Documents and Settings\\Application Data\DigitalPersona\OTS\Templates.

- a. Make sure all folders are not hidden (go to Explorer's Tools / Folder Options)
- b. Create a new container and use the browse button to set the path to YOUR USERNAME location (see screenshots):



4. From the OTS Admin Tools, go to Tools / Check Compatibility, then select the container that you created in step #3. Click on the "Check button". The Tool will check for all templates in this container.
5. Click on the "Convert" button; all templates that need to be converted will be converted.

These templates can now be used with DigitalPersona Pro v4.4.3. Simply go to the Application logon page and login with your registered finger.

## Fingerprint Logon Retraining

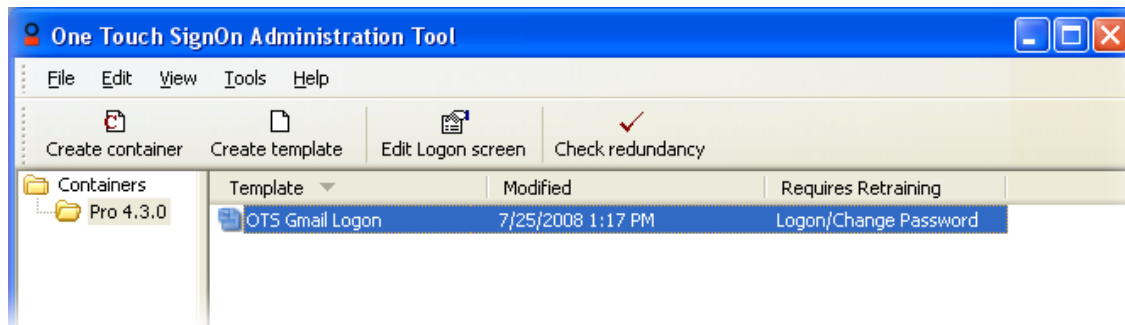
Retraining a fingerprint logon template is only necessary if BOTH of the following statements are true.

- You have fingerprint logon templates that were created in a version of the One Touch SignOn Administration Tool prior to 4.3, AND
- You will have end-users using the created fingerprint logons with the Firefox browser.

### Which templates need retraining?

The OTS Administration Tool 4.3 and higher has a new Retraining Wizard that walks you through the simple steps to retrain your Logon screen and Change Password screen templates.

Also, the main window of the OTS Admin Tool has a new column titled “Requires Retraining”.



The “Requires Retraining” column heading is hidden by default, but can be displayed by right-clicking anywhere in the column headers and selecting **Requires Retraining**.

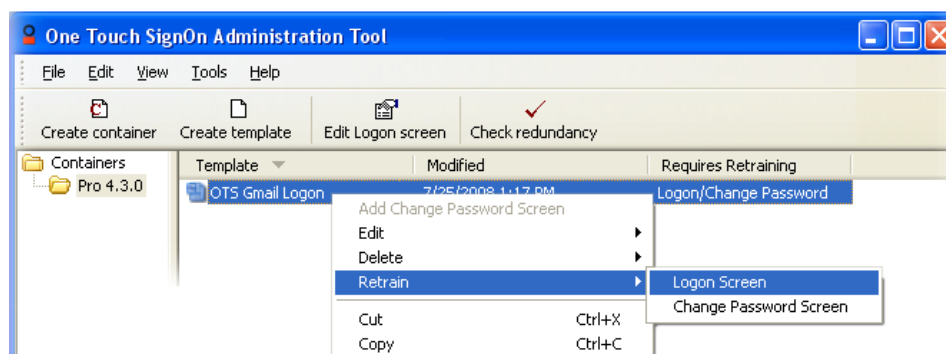
When the heading is visible, all templates with fingerprint logons requiring retraining will have an entry in that column such as Logon, Change Password or Logon/Change Password. This information tells you whether just the Logon screen needs to be retrained, or just the Change Password screen or both.

By viewing the list of templates in each of your containers, you can tell at a glance which fingerprint logons need retraining.

### How do I retrain a fingerprint logon?

The easiest way to retrain a fingerprint logon for a **Logon** or **Change Password** screen is to:

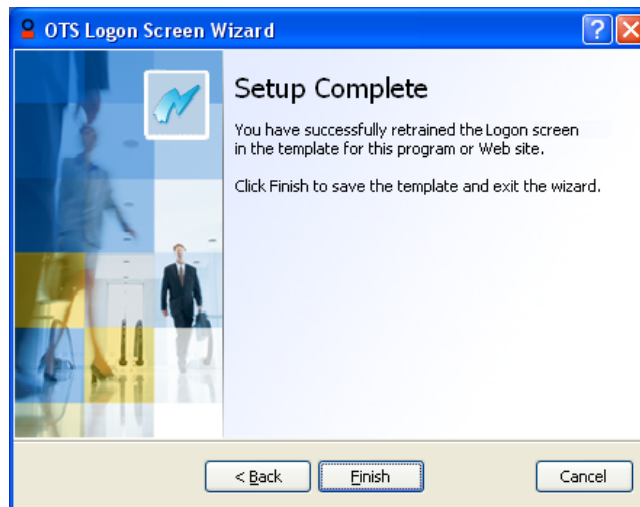
1. Right click on the template that you want to retrain.
2. Select **Retrain** from the menu and select **Logon Screen** or **Change Password Screen** from the submenu.



3. The **OTS Logon Screen Wizard** or **Change Password Screen Wizard** displays.



4. Launch the program or Web site that the Logon screen or Change Password screen is associated with.
5. Click **Next**.
6. The wizard will retrain your template and display the Setup Complete page. Click **Finish** to close the wizard.

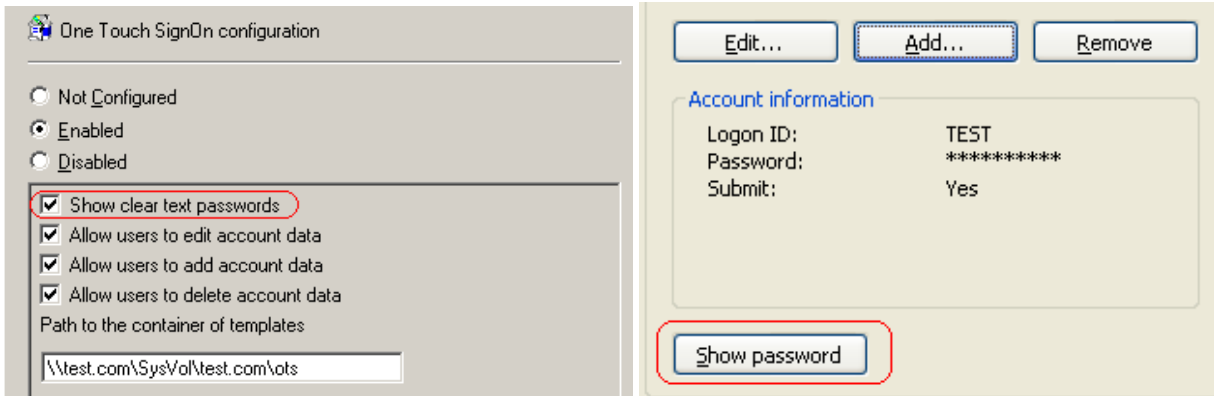


# OneTouch SignOn (OTS) "show clear text password" Setting .adm Issue

If “*Show clear text passwords*” is enabled in your environment (the recommended state is to enable all four checkboxes) there is no issue for you and the reader can ignore this page.

## Expected Behavior

The screenshot on the left is from the OTS configuration GPO setting in the User Configuration node under DigitalPersona Pro Workstation, OTS. The screenshot on the right is from the Fingerprint Logon Manager (FLM). (Not show is) if “*Show clear text passwords*” is unchecked, then the “*Show password*” button should be grayed out and in-accessible.



## Symptom

The “*Show password*” button is not properly grayed out. End users can view their OTS (One-Touch SignOn) passwords in cleartext even though administrators intended and configured for this not to be the case.

## Solutions (Each bullet is a complete solution.)

- Do nothing as this issue is not applicable to your deployment
- **Upgrade to 4.4.1 or higher** instead of to 4.4.0 or 4.3.2 or 4.3.1 or 4.3.0.
- Do nothing as the window of this issue manifesting will be short and users will not even notice this
- Upgrade clients and Administrative Templates over the 4.3.0 threshold all at once
- Use separate OUs. Create two sub OUs below where users currently are in AD. One OU will named the Pre-4.3.0 OU. This will have the (existing) pre-4.3.0 adm imported into the DigitalPersona GPO linked to it. AD users using pre Pro 4.3.0 clients will be in this OU. The second OU will be named Post-4.3.0 OU. This will have the new 4.3.0 or higher adm imported into the DigitalPersona GPO linked to it. AD users using Pro 4.3.0 and higher clients will be in this OU. (There are obviously variations, for example a single Post-4.3.0 sub OU would work too.)

## FOR THE COMPLETE TECH NOTE INCLUDING CAUSE AND SOLUTION GO TO:

[http://www.digitalpersona.com/downloads/OTS\\_GPO\\_Tech\\_Notes2009-10.pdf](http://www.digitalpersona.com/downloads/OTS_GPO_Tech_Notes2009-10.pdf)

## Effectuated Products

- Pro client 4.4.0
- Pro client 4.3.2
- Pro client 4.3.1
- Pro client 4.3.0

## Re-Registering Users' Fingerprints

As a general, low priority, best practice, re-registering selected user's fingerprints is recommended. Re-registering users whose fingerprints have changed over time will decrease false rejects and reduce the need to raise your domain's FAR (False Accept Rate.)

Users whose fingerprints have changed over time include:

- People who work with abrasive materials or solutions and whose fingerprints are damaged or worn down by this work
- Fingerprints significantly change their features for persons over 60 years old

The Pro User Query Tool can be used to generate a report of all users with fingerprints registered. When logged to file this can then be viewed as a tab delimited spreadsheet. There is a column for date fingerprint last modified on, which used in conjunction with the select user types above, can determine who you request re-register their fingerprints.

## Extended Server Policy Module (ESPM)

DigitalPersona Pro Server v4.3.0 and higher release includes settings which are set per user and are found on the DigitalPersona tab of AD User's properties. These are added to the AD Users and Computers snap-in when DigitalPersona Pro Server is installed. Also they are added by the Pro Administration Tools install's User Properties Snap-In installation selection (not the OTS Admin Tool install.) Only machines on which the ESPM is installed will have added the ESPM's additions. (This can also be done on an administrative workstation with the Microsoft Admin Pack installed.)

Out of the box you get:

- User provides only Windows credentials to log on
- Account is locked out from use of fingerprint credentials

The Extended Server Policy Module (ESPM) contains additional DigitalPersona user policies and is available as a standalone module from DigitalPersona and its authorized Partners.

The Extended Server Policy Module (ESPM) adds:

- User must type a PIN when providing a fingerprint to log on
- User must provide a fingerprint to log on
- Randomize user's Windows password (in some limited earlier versions this policy was basic)

The following table describes the policies included in the basic Server installation and the Extended Server Policy module.

DigitalPersona Pro 4.3 User Policy text	Location of Policy
User provides only Windows credentials to log on	Basic and Extended
Account is locked out from use of fingerprint credentials	Basic and Extended
User must type a PIN when providing a fingerprint to log on	Extended
User must provide a fingerprint to log on	Extended
Randomize user's Windows password	Extended

Customers who have been using Extended Policies (shown in red) with earlier Pro Server iterations or who simply need this functionality now should contact [sales@digitalpersona.com](mailto:sales@digitalpersona.com) for pricing of the Extended Server Policy Module.