

How to Restart the Service

One thing to keep in mind before you proceed to Step 1:

The AssureID icon that is mentioned in the instructions got a new design and looks like this:



It used to look like this:



And here is the icon (old design) covered by a red X when the service is suspended or something is wrong with it:

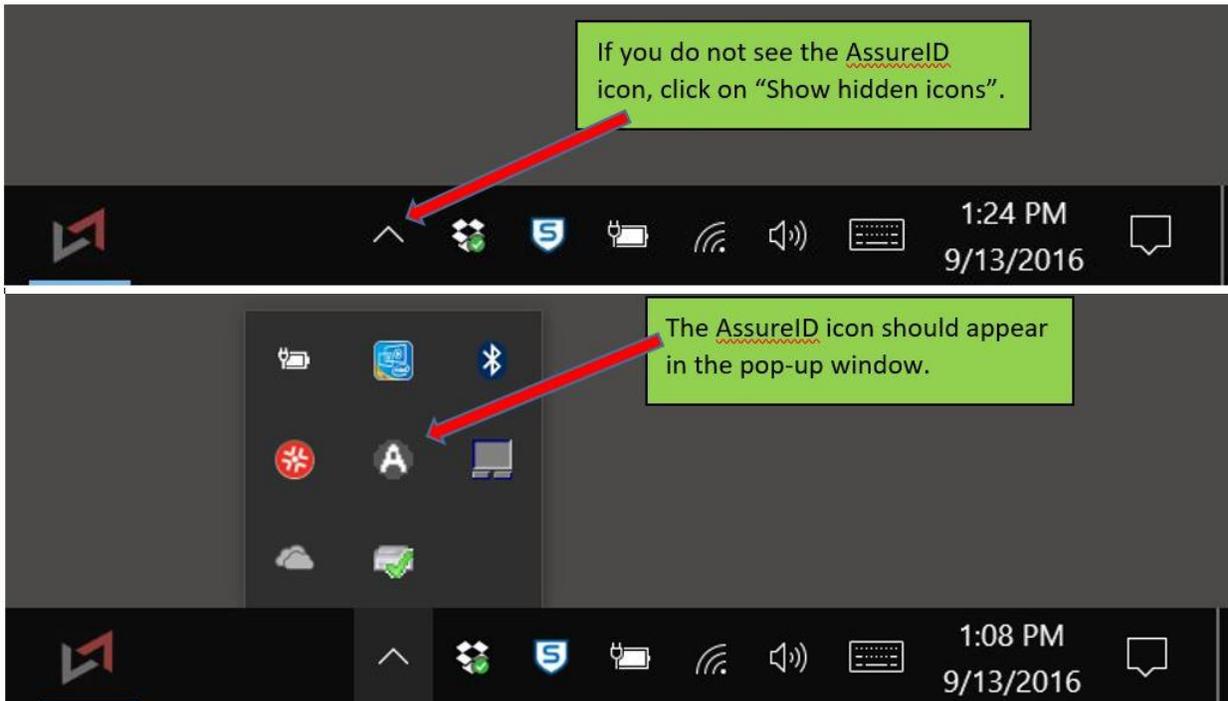


If your software is not up to date, you might still see the old design of the AssureID icon.

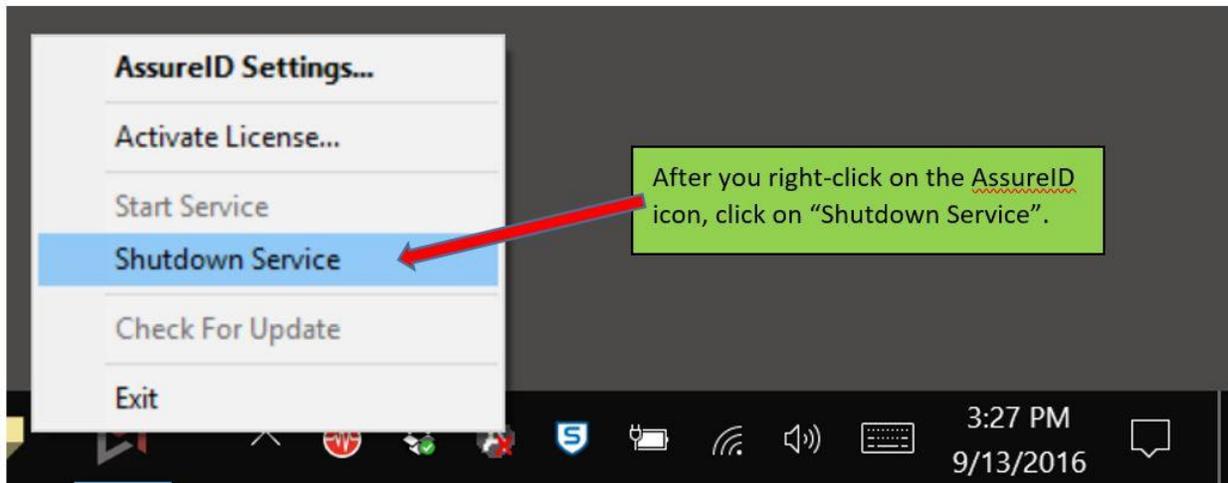
Step 1. Look for the round AssureID icon in the Windows system tray in the lower right hand corner of the screen, as shown on this image. **Right-click** on the icon.



Note: If you do not see the AssureID icon, it might be hidden. Click on "Show hidden icons".



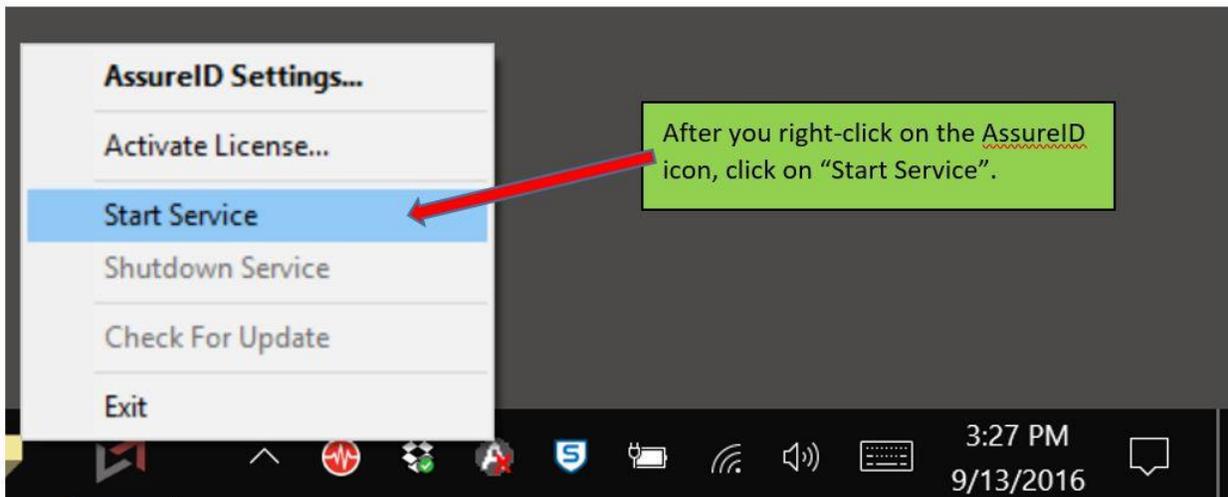
Step 2. When you **right-click** on the AssureID icon, the following window will pop up. Click on “Shutdown Service”.



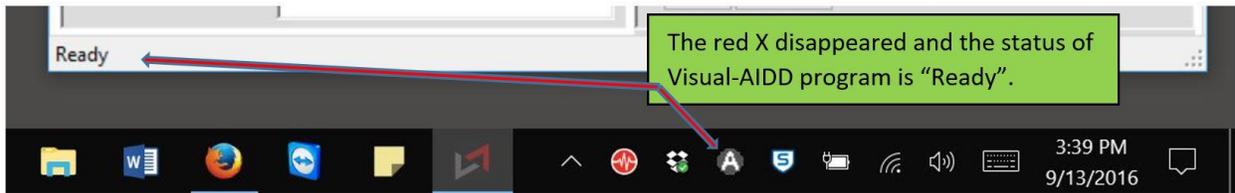
A red X will cover the icon:



Step 3. **Right-click** on the same icon again and click on “Start Service”. This might take a few minutes.



Step 4. Make sure the red X disappeared and the status of Visual-AIDD program is “Ready”.



Note that when the service is running the two lights on the AIDD-1000 scanner are both solidly illuminated. When the service is not running or the device is not connected to the USB port, the two lights will be illuminated but flashing.

If neither “Start Service” or “Shutdown Service” is shown as an active option, you may try to use the Windows “Services” utility to start or stop the service. Click the Start button and enter the word “Services” in the text box. This should find a program called simply “Services”. Find the service called “AssureID” in the list and you can control it (start, stop) it from there.