

Q: Is "CLEMISMsrReader.exe" running in task manager?

A: If not you need to install "CLEMIS MSR Reader" from here:

<http://172.16.160.166/download/citations/CLEMISMsrReaderSetup.msi> (follow all directions)

Q: Which style/type of Driver License are they swiping ("old style", "new style", MI Enhanced)?

A: MI Enhanced is untested by CLEMIS. Other State drivers licenses are unsupported due to lack of driver's license standards across States.

Q: What brand card reader are they using?

A: MagTek part # 21040102 is the only device supported by CLEMIS. The program may work with some IDTech readers. The CLEMISMsrReader program includes a configuration for other devices types, you must know the exact "VENDORID" and "PRODUCTID" for the device. These numbers are edited in this file: C:\Program Files\CLEMIS\CLEMISMsrReader\CLEMISMsrReader.exe.config . Changing this config file is unsupported. Device must also be in HID mode.

Q: If the MSR reader is producing anything, what does it look like?

A: If it looks like this, without quotes: ";636032000000000000=130119010101=01=?"

This is the full string of information included on the mag stripe. Here is the definition of that string:

636032"License number minus first letter"="Expire year short""Expire month Birth year""Full Birth month""Birthday
"="Numberic equivalent for first letter in last name"=?

This means they have a MSR reader that is in "Keyboard Wedge Mode". They need to switch it to HID for the CLEMIS MSR Reader program to work.

If it is a MagTek part # 21040102, follow these instructions.

1. Download "Encoder/Reader Demo Program" from here:

http://www.magtek.com/support/software/demo_programs/encoder_reader.asp

2. Run the EXE which will unzip the file (note path, typically:

C:\TEMP\MagTek\EncoderReaderDemoInstall\Package).

3. Install program (setup.exe).

4. **End task "CLEMISMsrReader.exe" in Windows Task Manager or program will not recognize device.**

5. Plug in MSR Reader.

6. Start --> Mag Tek --> Encoder And Reader Demo.

7. Devices --> By Device Type --> Select "USB HID Reader".

8. Click the "Configure" button.

9. Under the INTERFACE_TYPE Type" area (orange background), select "HID" and click the "Set" button above. The light on the reader will flash. Wait a few seconds, until the light goes solid green.

10. Click the "Done" button

11. Close the program.

12. Restart the computer

13. Make sure "CLEMISMsrReader.exe" appears in Windows Task Manager. If not install the CLEMIS MSR Reader Program from link above.

14. Swipe DL in notepad or any other type able field or area. Just the First Letter of the Last Name + DL # should appear.

Q: What if the above did not work?

A: Remove the MSR Reader and take it to a machine that works properly. If it behaves the same way the MSR Reader has most likely gone bad.