

Best Practices for developers

This document provides best practices to will help resolve and/or prevent support calls. It has been created from years of experiences and we strongly suggest reading this before launching your project.

Tell clients to scan barcodes versus magnetic stripes.

Developers will tell us they don't see certain fields like zip code or name/address on state XYZ – and it normally turns out that their customers are swiping the magnetic stripe instead of the barcode. Magnetic stripes have three tracks on them and can become damaged or fail to read if the users doesn't properly swipe the card. We only require track two to scan on a magnetic stripe (ID number, DOB, and expiration). The other fields, name/address/city (track 1), zip code/gender (track 3) may not show up. That's why it's always best to scan PDF417 barcode - if it reads; you'll typically get better data. PDF417 barcodes also have more information available to parse. Information like Document Issue Date, 2nd Address, Country and Race may be available on a barcode, but are not available on magstripe cards.

Things to ask your clients when they say “its not working”

- 1.) Are they scanning the barcode or the magnetic stripe?
- 2.) Did the scanner beep after the scan/swipe? The scanner will beep if it reads the barcode or magnetic stripe and send the raw data to the PC. If there is no beep, it's the same thing that happens at the grocery store with a soup can doesn't scan at the check-out.
Generally speaking, No beep = No data.
- 3.) Is the problem happening on all IDs, All Barcodes IDs (probably hardware), some Barodes IDs, if some Barcode IDs, is it particular states or random, All magnetic Stripe IDs, just some magnetic stripes, just new IDs from a particular state, etc. – get details. If you have the raw data (see below) captured, then many of these question can be answered by looking at the data logs.
- 4.) Did it just start or has it been happening a long time?

Capture the raw data from the scanner hardware.

Every time an ID is scanned, your application takes the raw data and sends it to our parsing software. Your application should save a copy of the "raw" data either on all scans or any scan that is identified as a problem. This raw data will tell us what type of card was scanned and what data was captured from the hardware. With the raw data, we can analyze the problem. Without this data, we can only guess at what is happening.

If you find certain IDs are not parsing correctly, then send us the RAW data and if possible what the parsed data was and ideally, any images of the front of the ID. The raw data is all we really need but parsed data will help identify what was missing/wrong with a particular scan. The SDK contains examples on how to encode the raw data as hexadecimal strings, this is the preferred format used by TokenWorks.

Support States and IDs

We support ALL state issued IDs in North America, USA and CAN.

See our coverage chart of latest

<http://www.idscanner.com/resources/coverage-chart/> We've completed testing with RCMP in Canada. We also read Canadian Health Cards. Note: Please be aware of the privacy laws in all states and especially related to Canadian Health cards.

These licenses may have trouble with parsing:

1. Georgia Pre-November 2009 (encrypted) and
2. MI magnetic stripes which have only track 2 data. Starting in 3/2011, MI added 2D barcode so MI is fine from that date if the barcode is scanned. If the magnetic stripe is scanned in MI, you'll only get ID number, DOB and expiration. This is another reason to tell clients to scan barcodes when available.

We also decrypt the encrypted IL drivers license (pre 2012) and can decrypt the old (pre 2007) NC drivers licenses. We can read Military IDs and CAC cards but CAC cards do not have entire address for military personal.