



# eMudhra emBridge MAC Troubleshooting Guide



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# 1. Troubleshooting

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This troubleshooting guide is intended to provide guidance in the detection and correction of issues while installing the tool emBridge.

- Troubleshooting steps
- Kindly follow the troubleshooting steps as mentioned in Figure 1 while installing emBridge.

## Components Involved

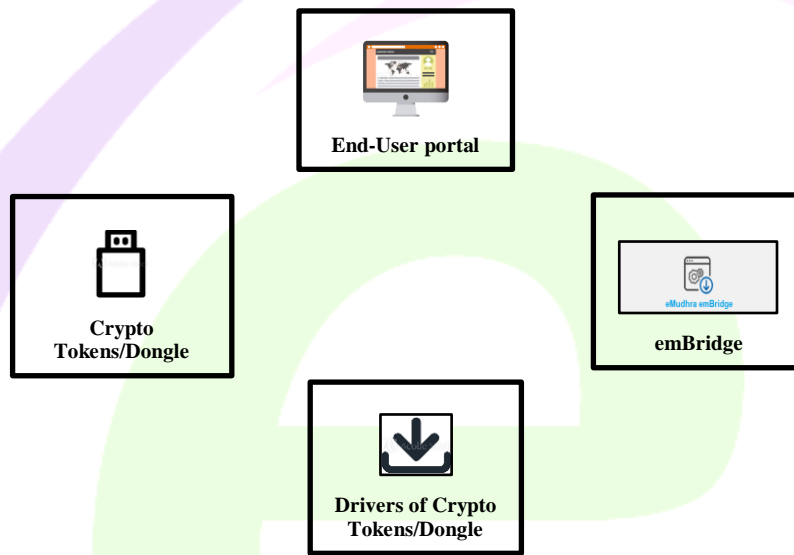


Figure 1

## Basic Instructions

- Check if emBridge is installed and running in the system.
- Check if the correct Dongle/ Crypto token are connected with a system.
- Check if the right drivers are installed with respective Dongle/ Crypto tokens in the system.
- Check with the end-user portal/application/website is functioning.



## Handling proxy

Follow below mentioned steps to handling proxy setting in Mac OS.

**Step 1:** Click on “System Preferences” as shown in figure 1.

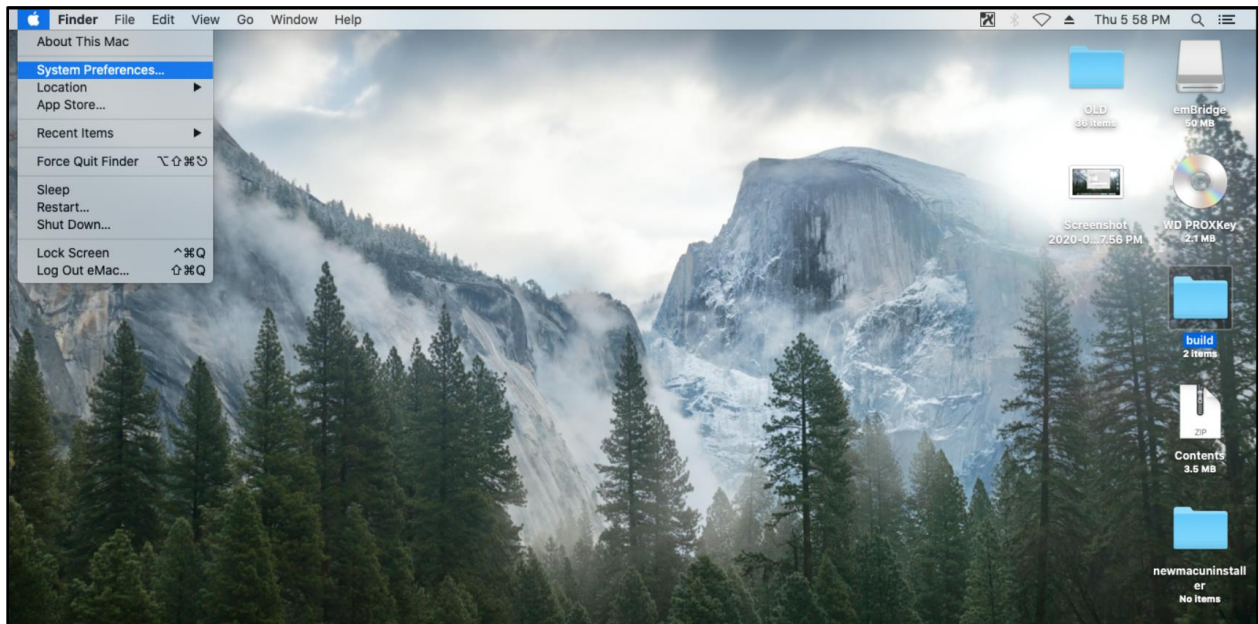


Figure 1

**Step 2:** Click on the “Network” option as shown in figure 2.



Figure 2



**Step 3:** Click on the “Advance” button as show in figure 3.

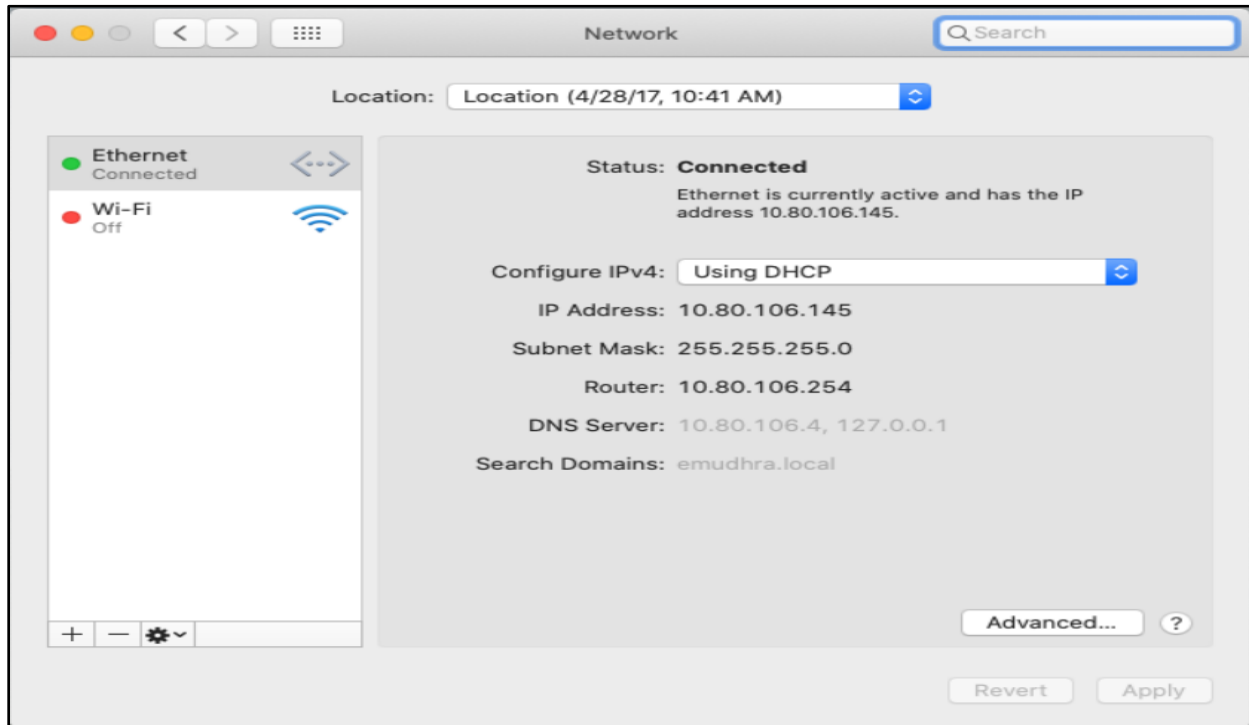


Figure 3

**Step 4:** In local area network (LAN) setting if proxy is enabled via “use a proxy server for your LAN” then check “Bypass proxy server for these Hosts & Domains” and add the required IP address as shown in Figure 4 and Click on the “Ok” button.

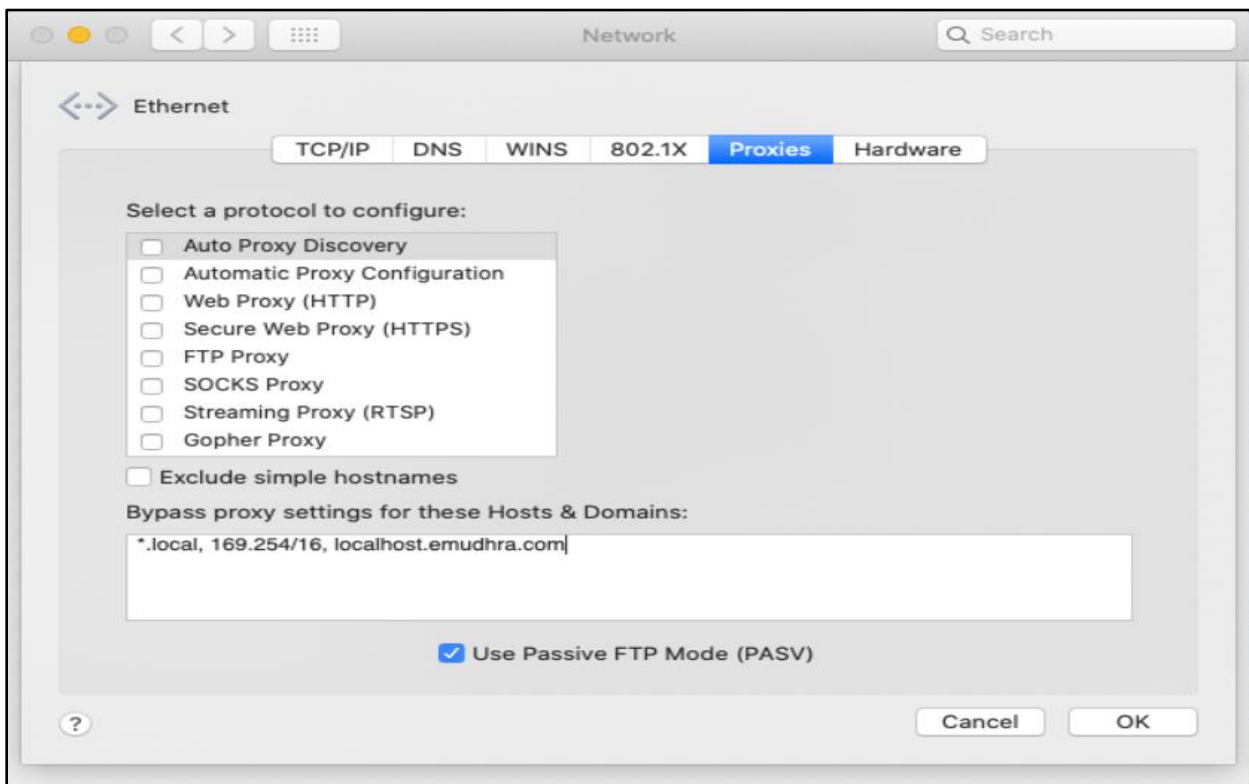


Figure 4



## Others

- Use latest browsers if possible.
- Use same version of token drivers as token used.