



eMudhra emBridge Linux(Ubuntu) Troubleshooting Guide



Copyright

Copyright © eMudhra Limited. All rights reserved. The information in this document is intended for the use of eMudhra customers only for the purposes of the agreement under which the document is submitted, and no part of it may be reproduced or transmitted in any form or means without the prior written permission of eMudhra. The document has been prepared to be used by professional and properly trained personnel, and the customer assumes full responsibility when using it.

This document and the product it describes are considered protected by copyright according to the applicable laws.

Disclaimer

The information or statements given in this document concerning the suitability, capacity, or performance of the mentioned hardware or software products cannot be considered binding but shall be defined in the agreement made between eMudhra and the customer. However, eMudhra has made all reasonable efforts to ensure that the instructions contained in the document are adequate and free of material errors and omissions. eMudhra will, if necessary, explain issues, which may not be covered by the document.

Feedback

eMudhra welcomes customer comments as a part of the process of continuous development and improvement of the documentation.

Trademarks and Registered Trademarks

Products and product names mentioned in this document may be trademarks or registered trademarks of their individual proprietors.

Published by

eMudhra

www.emudhra.com | info@emudhra.com



Table of Contents

1. Troubleshooting	1
Components Involved.....	1
Basic Instructions	1
To check emBridge Status	2
Handling proxy	3
Others	4

1. Troubleshooting

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

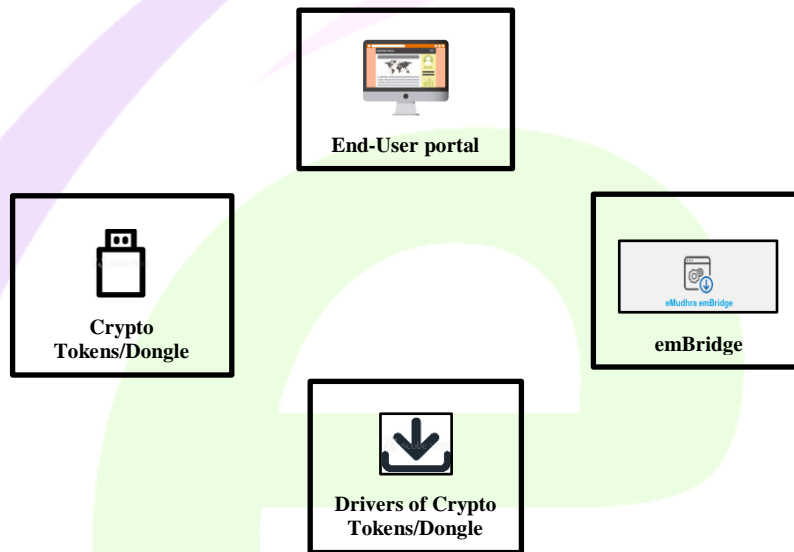


Figure 1

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.



To check emBridge Status

Step 1: Use a key combination of “**Ctrl+Alt+T**” to open terminal as shown in figure 1.

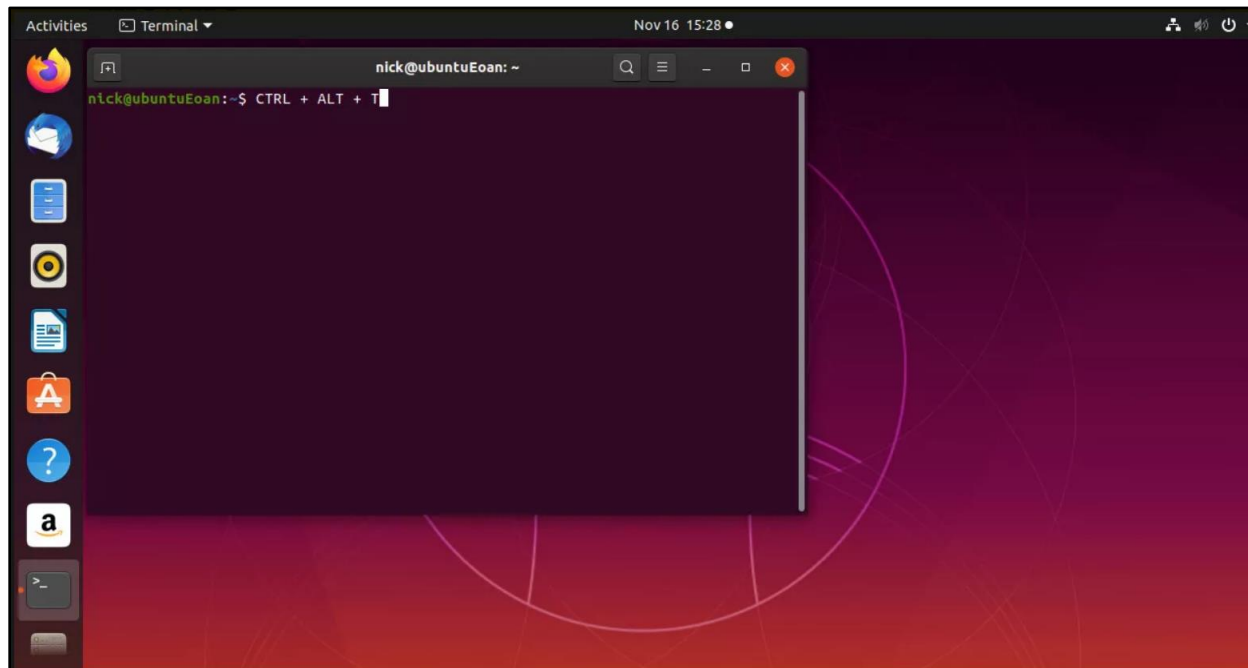


Figure 1

Step 2: Open terminal as shown in Figure 1 and write the commands as mentioned in Table 1 to start/stop/restart and to check the status of the emBridge services.

emBridge Services	Commands
Start	sudo systemctl start emBridge.service
Stop	sudo systemctl stop emBridge.service
Restart	sudo systemctl restart emBridge.service
Status	sudo systemctl status emBridge.service

Table 1



Handling proxy

Follow below mentioned steps to handling proxy setting in Linux OS (Ubuntu).

Step 1: Open System Settings in Ubuntu as shown in figure 1.

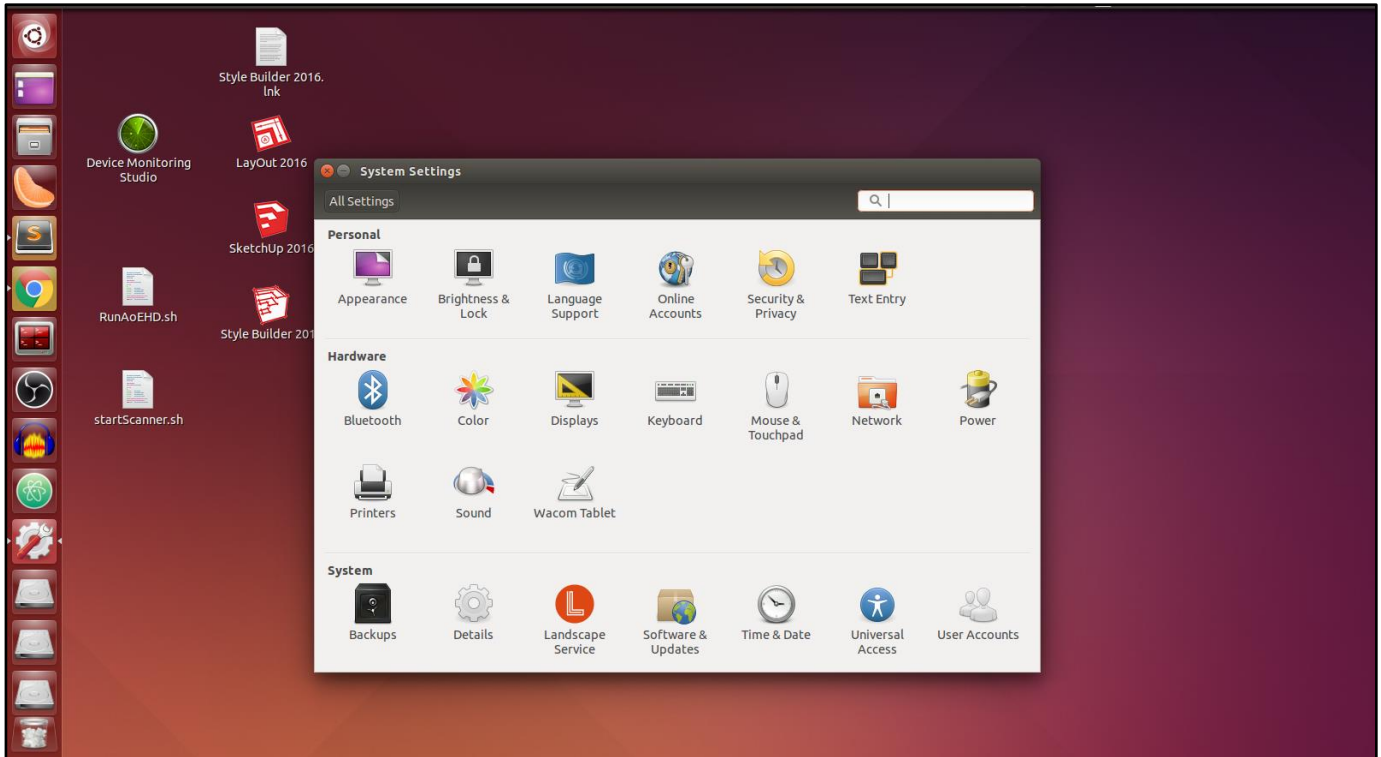


Figure 1

Step 2: Under Hardware, click on the “**Network**” as shown in figure 1.



Step 3: On the left hand side pane, click on the “Network Proxy” as show in figure 2.

- In the Method drop down list, choose Manual
- Fill up the http and https proxy. No need to set ftp and socks proxy.
- Click on Apply system wide.

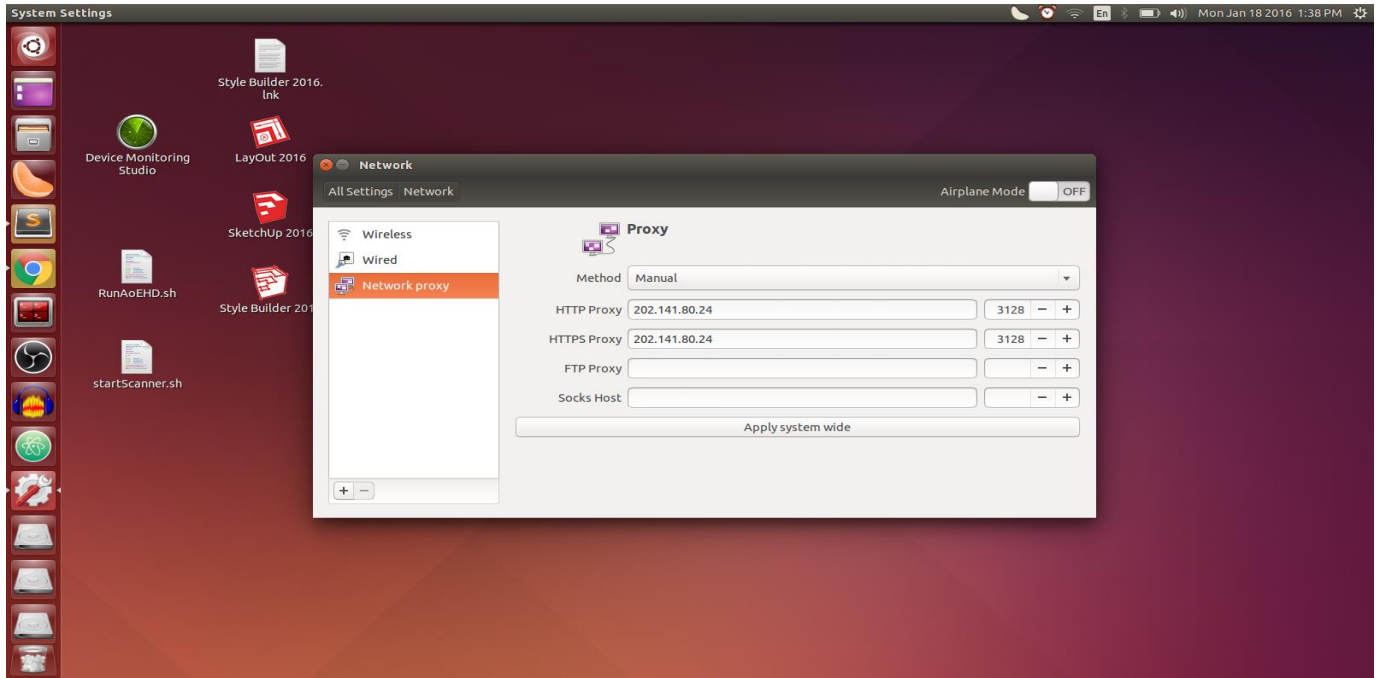


Figure 2

Others

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