



eMudhra emBridge Windows Troubleshooting Guide



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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

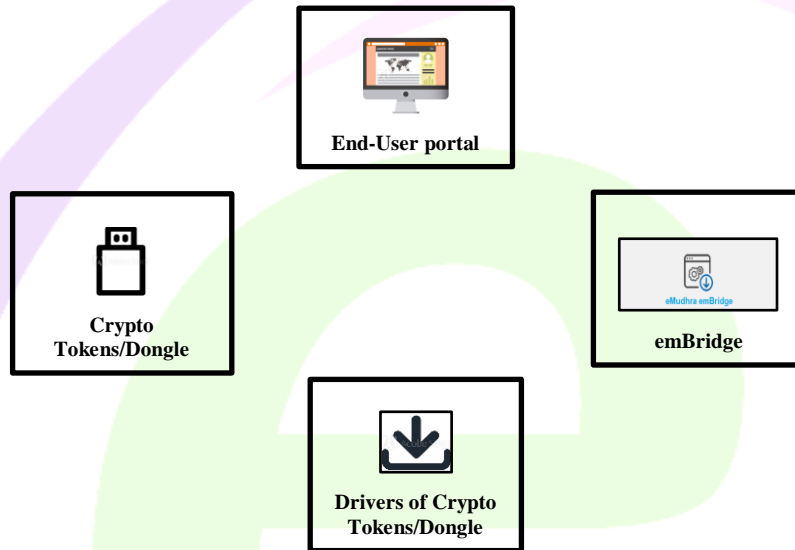


Figure 1

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.



Handling proxy

- i. In local area network (LAN) setting if proxy is enabled via **“use automatic configuration script”** then please contact respective IT team to add exception for below mentioned URL.
localhost.emudhra.com [refer Figure 2]

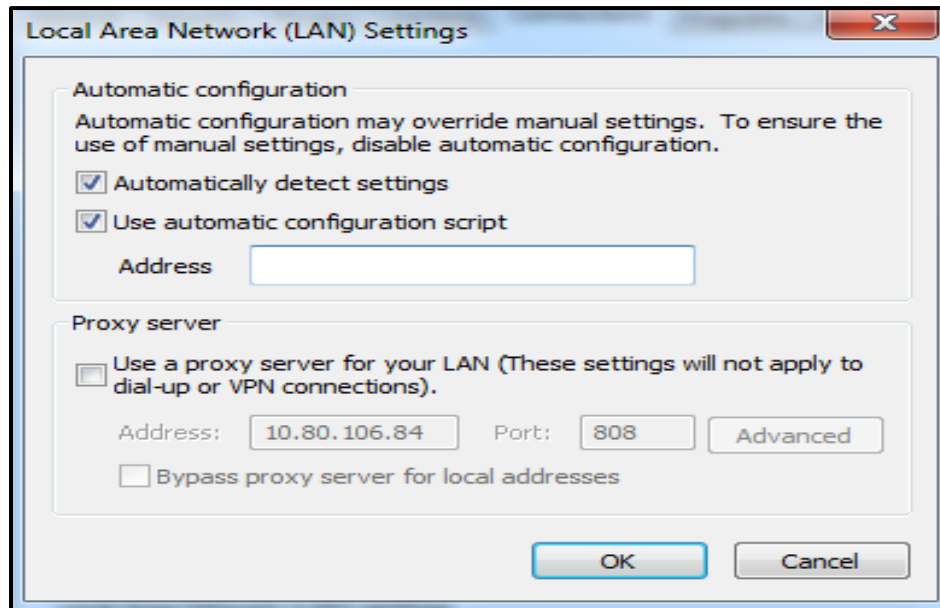


Figure 2

- ii. In local area network (LAN) setting if proxy is enabled via **“use a proxy server for your LAN”** then check **“Bypass proxy server for local address”** and click on **Advanced** button then add exception in advanced setting as shown in Figure 3.

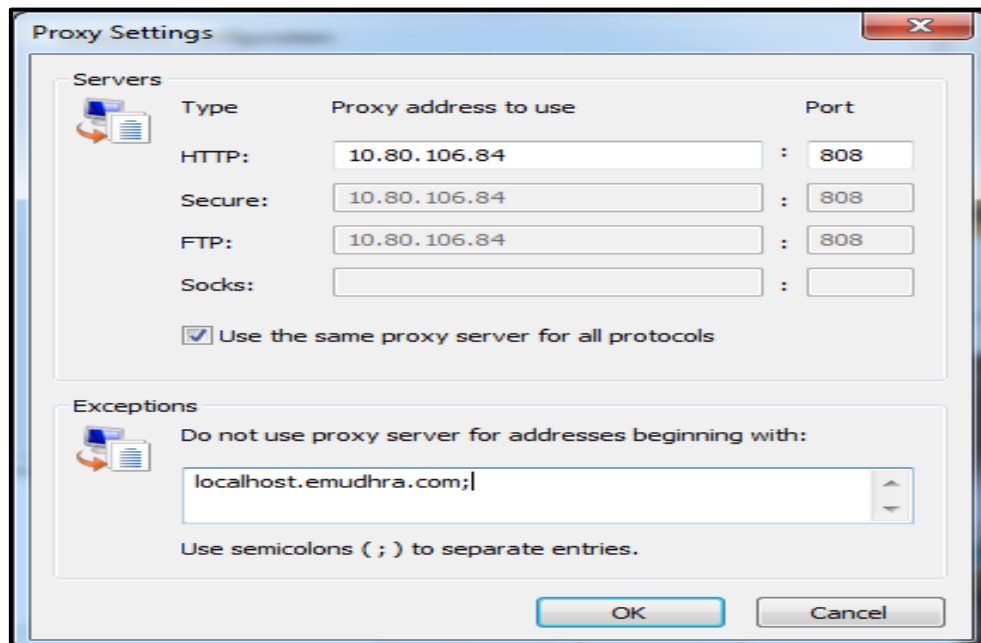


Figure 3



Handling SSL

- i. On browsing URL : <https://localhost.emudhra.com:26769> in “Chrome” if SSL exception occurs as shown in Figure 4, click on Advanced and then click Proceed to localhost.emudhra.com as shown in Figure 5.

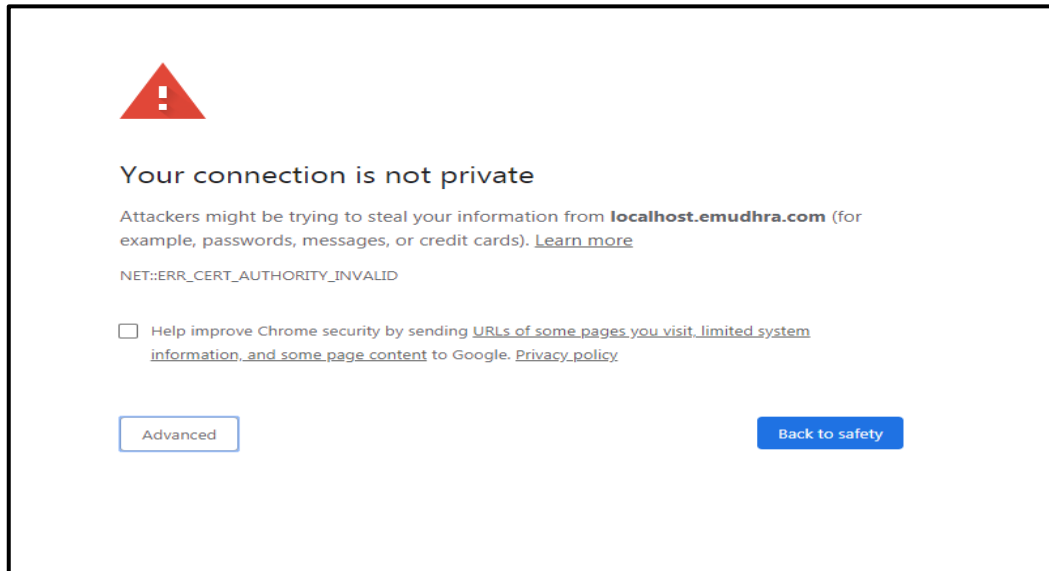


Figure 4

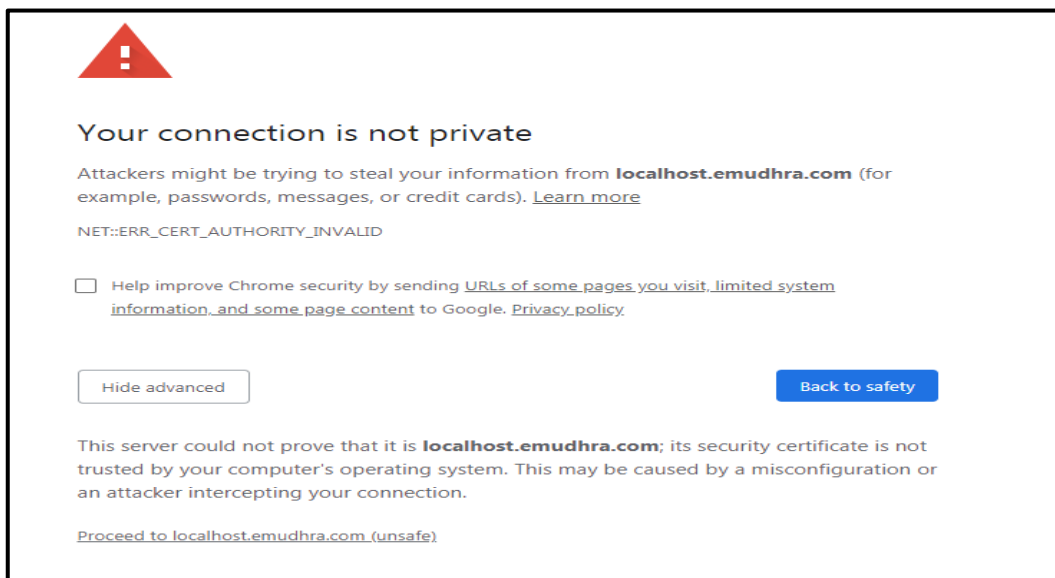


Figure 5



ii. On browsing URL: <https://localhost.emudhra.com:26769> in “Firefox” if SSL exception occurs as shown in Figure 6, click on **Advanced** and then click on **Accept the Risk and Continue** as shown in Figure 7.

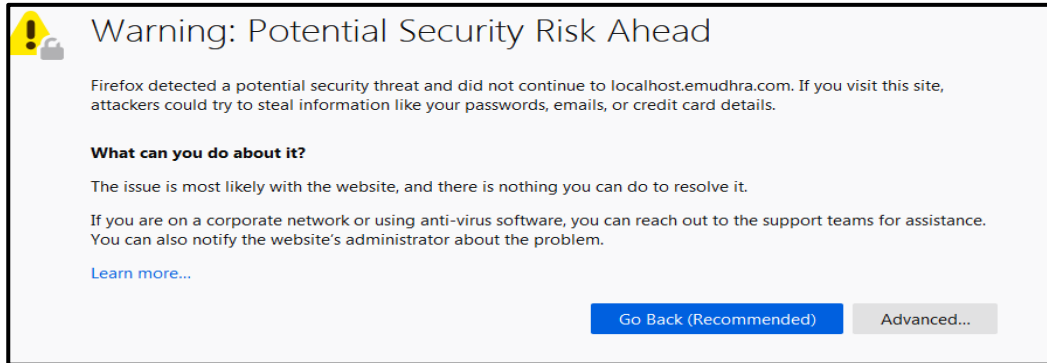


Figure 6

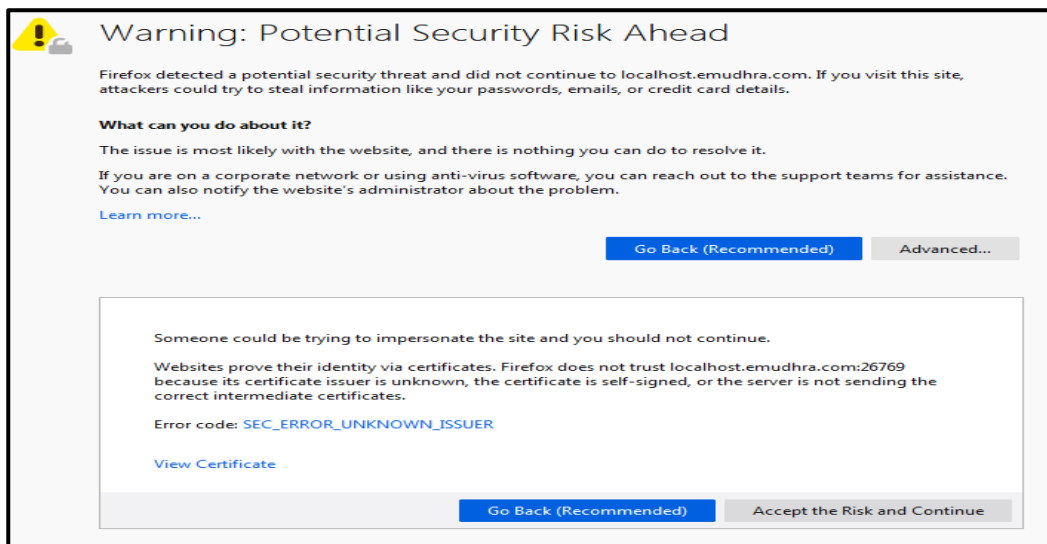


Figure 7

Others

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