# eMudhra emBridge Windows Troubleshooting Guide

# Copyright

# Disclaimer

# Feedback

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

# Trademarks and Registered Trademarks

**Published by**

eMudhra

www.emudhra.com | info@emudhra.com

# Table of Contents

# 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**

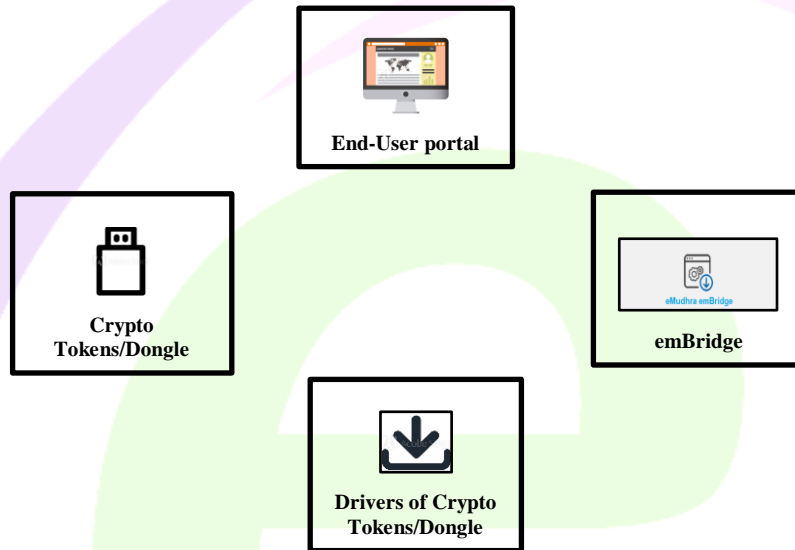### Basic Instructions

- 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.
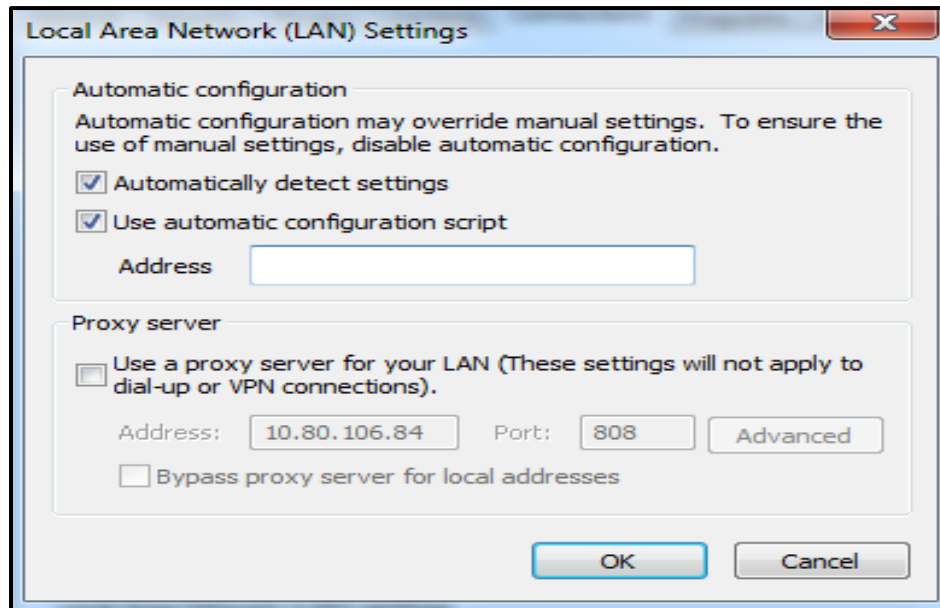**localhost.emudhra.com** [refer Figure 2]



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.
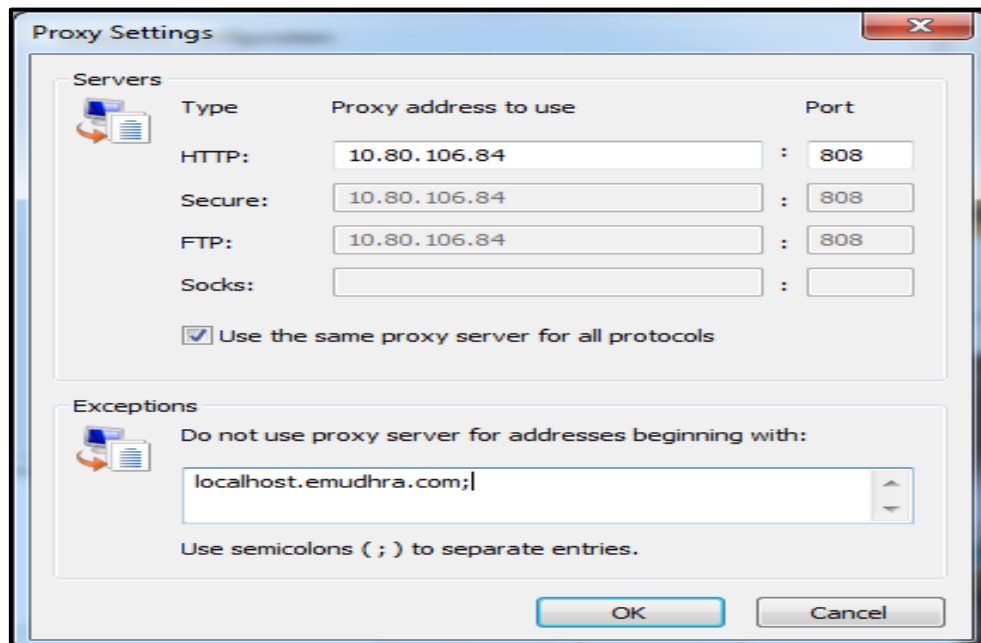


Figure 3

**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.**

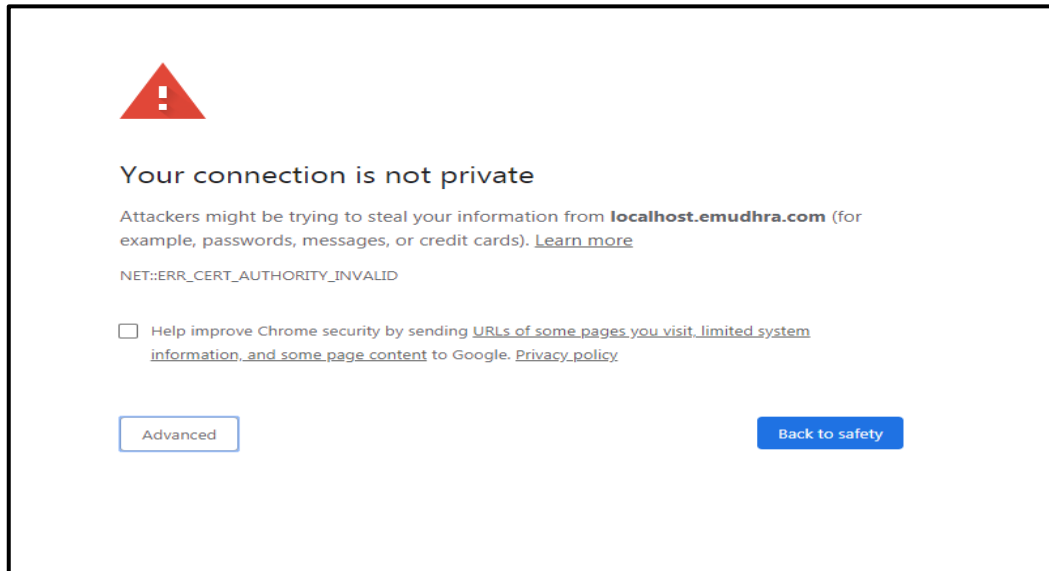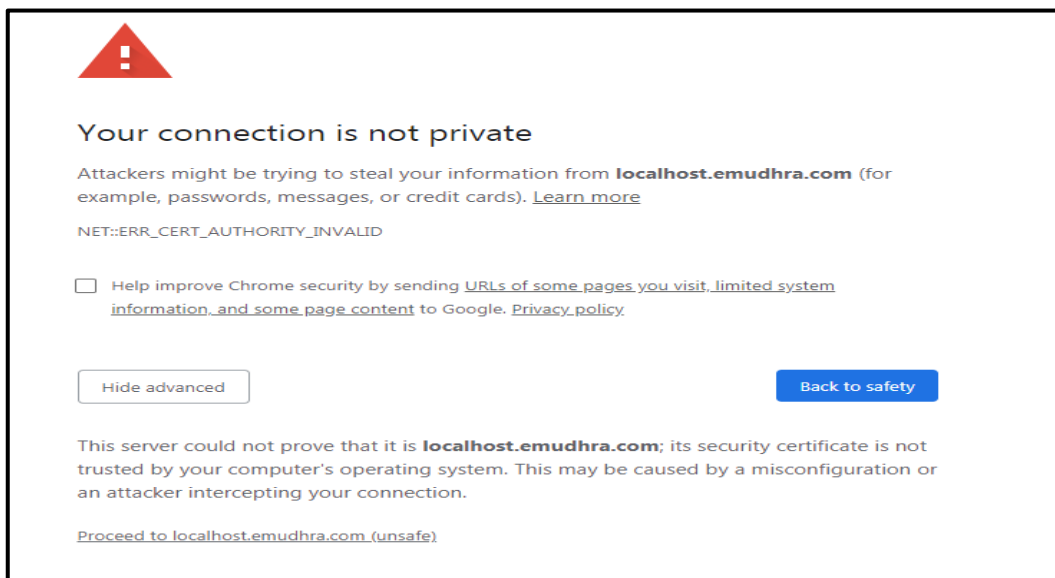ii.**On browsing URL**: https://localhost.emudhra.com:26769 **in "Firefox" if SSL exception occurs as shown in Figure 6, click on Advanced and then click on Accept the Risk and Continue as shown in Figure 7.**



Figure 6



Figure 7

**Others**

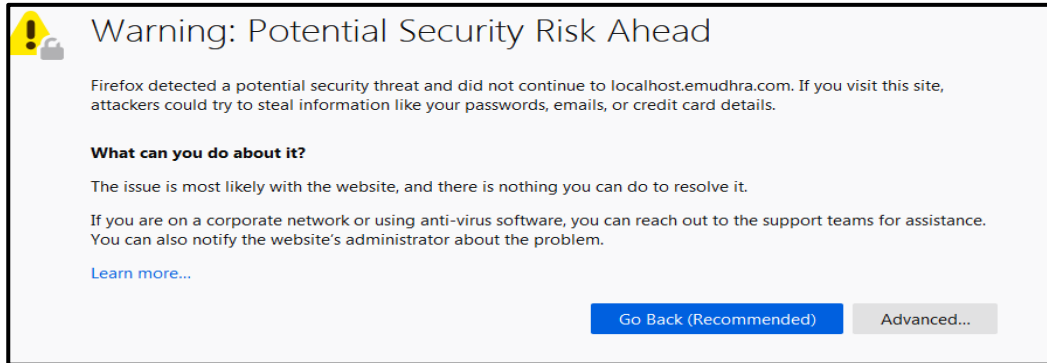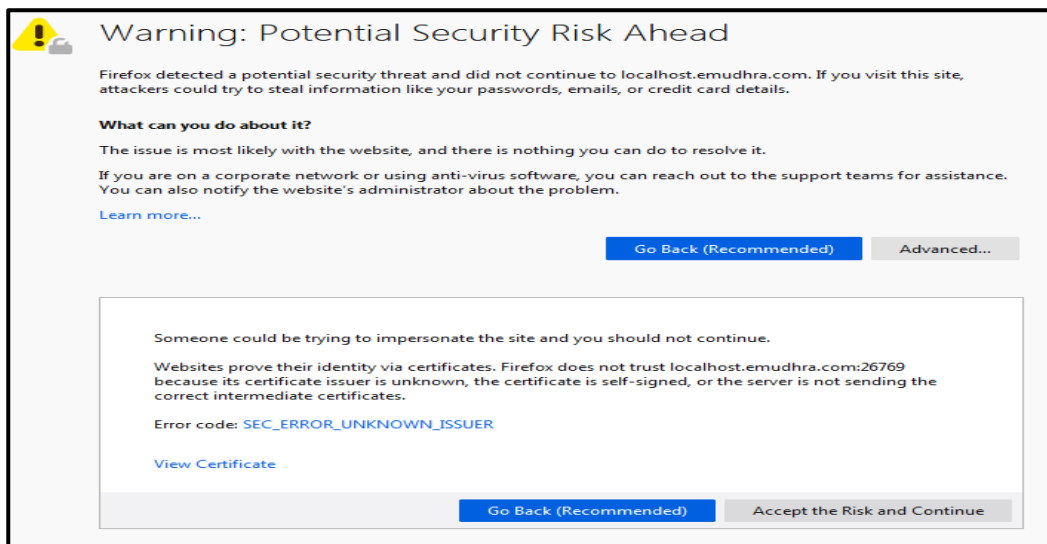- **Use latest browsers if possible.**
- **Use same version of token drivers as token used.**