



eMudhra emBridge Linux(RedHat) 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

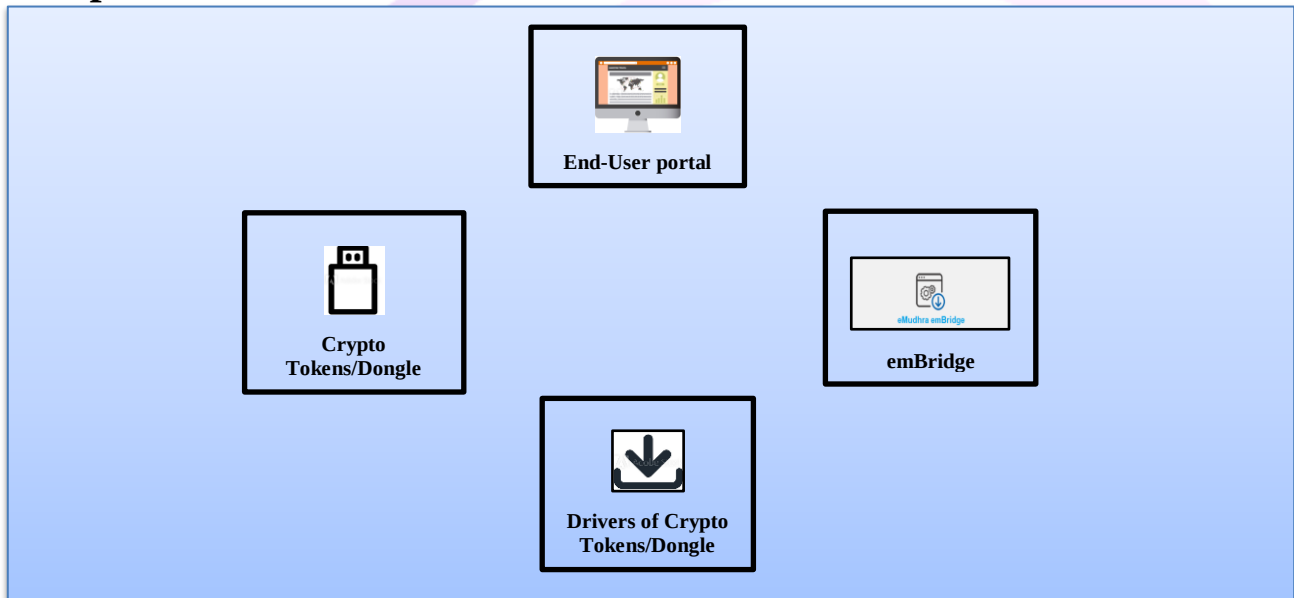


Figure 1

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.



To check emBridge Status

Step 1: Click on the “**Applications**” menu on top menu bar. RedHat will display a pull-down menu.

Step 2: From pull-down menu, select the “**System Tools**” menu item and then select the “**terminal**” option as shown in figure 1.



Figure 1

Step 3: Terminal window will open as shown in figure 2 and write the commands as mentioned in Table 1 to **start/stop/restart** and to **check the status** of the emBridge services.

```
prashanth@localhost: ~
File Edit View Search Terminal Help
~ sudo systemctl status emBridge
[sudo] password for prashanth:
● emBridge.service - emBridge Service to access crypto tokens
   Loaded: loaded (/etc/systemd/system/emBridge.service; enabled; vendor preset: disabled)
   Active: active (running) since Mon 2020-03-23 16:38:54 IST; 1min 17s ago
   Main PID: 28991 (emBridge)
     Tasks: 17
    CGroup: /system.slice/emBridge.service
            └─28991 /opt/eMudhra/emBridge-3.0.0.0/emBridge

Mar 23 16:38:54 localhost.localdomain systemd[1]: Started emBridge Service to access crypto tokens.
Mar 23 16:38:57 localhost.localdomain emBridge-logs[28991]: Hosting environment: Production
Mar 23 16:38:57 localhost.localdomain emBridge-logs[28991]: Content root path: /opt/eMudhra/emBridge-3.0.0.0
Mar 23 16:38:57 localhost.localdomain emBridge-logs[28991]: Now listening on: https://127.0.0.1:26769
Mar 23 16:38:57 localhost.localdomain emBridge-logs[28991]: Application started. Press Ctrl+C to shut down.
~
```

Figure 2



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

Table 1

Handling proxy

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

Step 1: In system control panel select **Settings** > **Network** > **Network Proxy** as shown in figure 1.

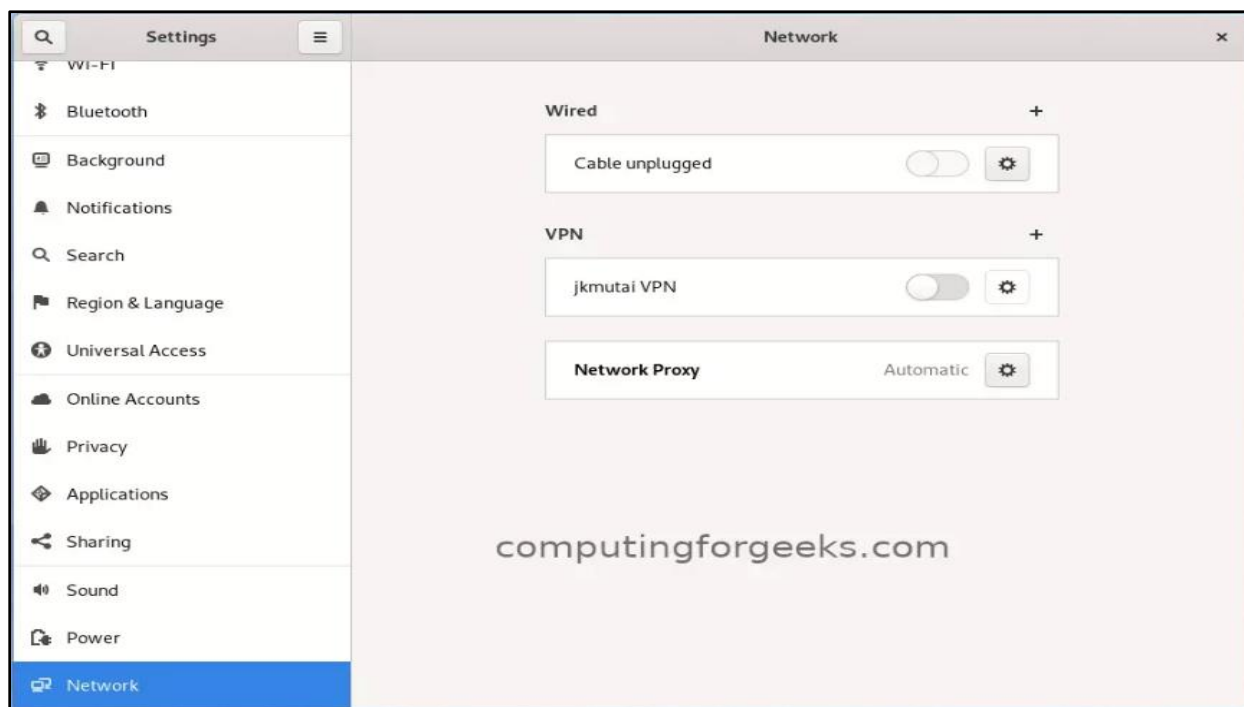


Figure 1

Step 2: Select “**Manual**” to input proxy settings as shown in figure 2.

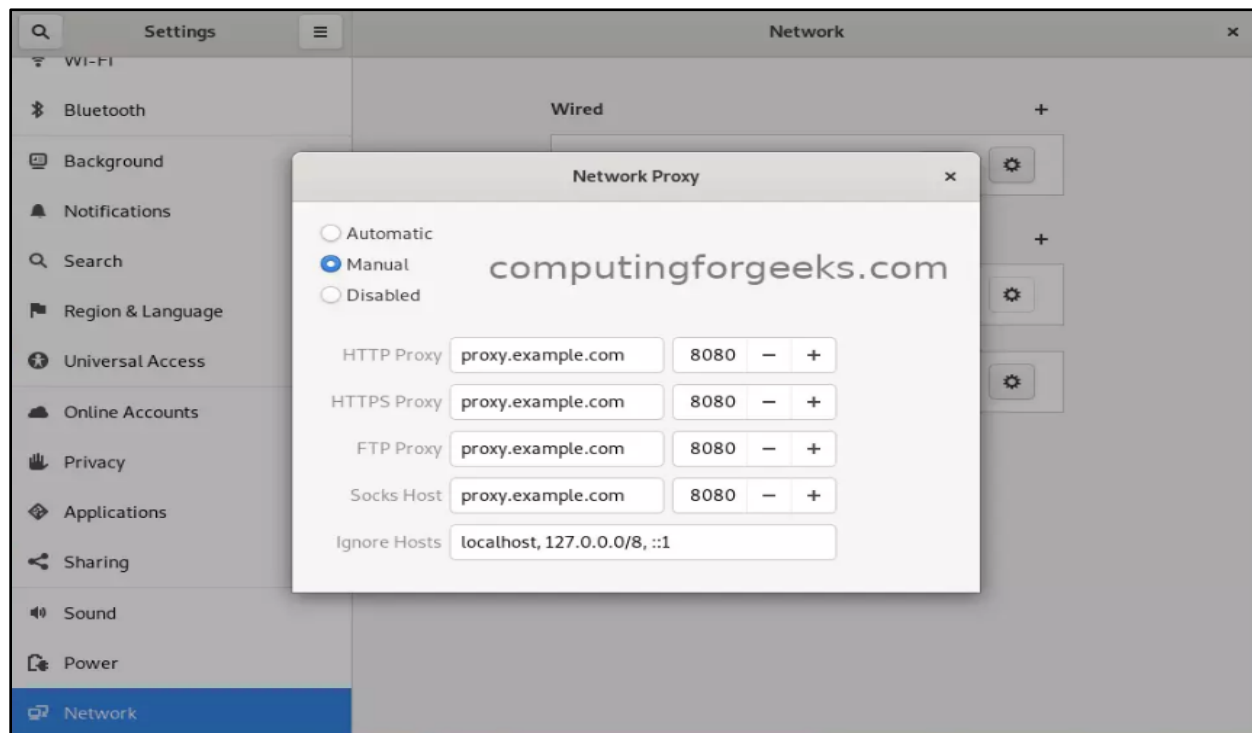


Figure 2



Step 3: Populate proxy values for http, https, and ftp. If you have SOCKS proxy, also set it accordingly. Once changes are saved, the system will pick them automatically.

Others

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