



USER MANUAL



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Purpose of eMudhra

eMudhra is a licensed Certifying Authority started in 2008 under the Information Technology Act of India 2000. eMudhra eliminates the manual work to be done by the users for the identification process and provides digital identity in a paperless manner. And promotes e-governance and digital transformations. In addition, eMudhra offers services like digital signature, e-KYC, Aadhar authentication, document verification, and more.

eMudhra servers are secured with firewalls and monitored for denial of service and intrusion attacks.

About Digital Signature:

A digital signature is a type of electronic signature that uses cryptographic methods to authenticate the identity of the signer and the integrity of the data being signed. It is used to verify that a document has not been altered since it was digitally signed. Digital signatures are commonly used in electronic contracts, online banking, and other online transactions.

eMudhra Digital Signature Certificate:

eMudhra Limited operates the digital signature certification issued by the Controller of Certifying Authorities (CCA), Government of India. It is used to authenticate the holder's identity, access information or services online, or sign certain documents digitally. It contains the holder's name, serial number, expiration date, and the digital signature of the CA.

To purchase a digital signature certificate (DSC), you can apply to eMudhra Limited, a certifying authority, under the Government of India.

Uses of eMudhra

eMudhra has a variety of services as described below-

1. Tax filing service

If an individual/organization wants e-filing of the taxes then a digital signature certificate plays an important role. DSC is now mandatory for some businesses/individuals to make the process easier and more convenient.

2. Digital Signing Solution

You can purchase a digital signature certificate as per your requirement for a valid period of time and can save it for further use.

3. Digital Certificate Authentication System

eMudhra issues six types of certificates that can automatically authenticate documents attributed to the user using a digital signature.

4. Trusted Time Stamping Services

The method of securely recording a document's creation and modification times is known as digital time stamping. security in this context means that no one, not even the document's owner, should be able to alter it after it has been recorded.

Pros of eMudhra:

1. Security:

eMudhra is a practical option to secure data online. It encrypts the document to prevent outsiders to steal the data. Digital signatures are built on PKI technology, allowing signers to identify themselves via national electronic IDs.

2. Time-Saving:

eMudhra eliminates the manual task to be done by the user and hence reduces the time and effort of the user.

3. Cost Saving:

It reduces the number of transactions to be done to get the contract signed for the company, therefore, saving cost and money.

4. Happier End User

Digital signatures enable clients, partners, and stakeholders to sign from anywhere, at their own pace.

Cons of eMudhra:

1. Limited Coverage:

eMudhra is limited to India and does not offer its services to customers outside of the country.

2. Security:

eMudhra is less secure than other digital signature providers, such as DocuSign or Adobe Sign.

3. Cost:

The cost of eMudhra's services is higher than some of its competitors, which could make it difficult for smaller businesses to afford.

4. Limited Support:

eMudhra does not provide customer support on the phone, which can make it difficult to get help if you have any issues with the service.

5. Lack of Flexibility:

Emudhra does not offer any customization options, which could make it difficult to tailor the service to meet your specific needs.

Products of eMudhra:

1. emSigner

emSigner provides assistance in organizing and managing various processes that arise in various work areas. It uses eSignatures and Digital Signature Certificates to make it simple for you to sign, transmit, monitor, archive, and manage digital documents.

2. emAS-IAM

emAS-IAM is an authentication server that manages online identity and authentication. It aims for the right individuals to access the right resources at the right times for the right reason.

3. emAS-MFA

emAS multi-factor authentication engine supports 15 forms of authentication in a centralized manner across multiple applications and user systems. It is to use and user-friendly.

4. emCA

emCA enables certificate lifecycle management including revocation and time stamping for government, banks, and organization ecosystems.

5. emPower

emPower is a one-stop website that seeks to help you focus your involvement on the needs for digital identity and signatures.

emPower is a single platform that enables you to handle digital transformation and build trust with your customers.

Troubleshooting errors while using eMudhra:

1. Browser-related issues:

1.1. How do I install my Digital Signature Certificate?

eMudhra manages the installation of all certificates (the root, the CA, and your digital signature certificate).

1.2. I uninstalled Internet Explorer and then reinstalled it. How can I download my digital signature certificate once more?

If you have not backed up your certificate before installing the latest version, you must request a new Digital Signature Certificate.

- 1.3. I deleted Netscape Navigator and installed the latest version. How do I reinstall my Digital Signature Certificate?

If you haven't backed up your certificate before installing the latest version, you must get a fresh digital signature certificate.

Upgrading Navigator using the Netscape installer is a better choice if you want to protect your confidential data, including your private key and digital signature certificate. You should upgrade Navigator in the future using this application.

2. emSigner issues:

- 2.1. Failed to establish a connection to the server. Kindly restart the emSigner.

- Run the emSigner as administrator
- Access the portal, fill in the necessary information, and update the registration to DSC.
- In the same browser, open a new tab, and enter <https://127.0.0.1:1585>.
- Select "Advanced"
- To continue to 127.0.0.1, click (unsafe)
- Return to the GST site and reload the page.
- Click on Register Digital Signature.

2.2. emSigner email notification Blocked

- Check your spam mail
- Confirm the email with the sender and ask the sender to resend it.
- Trust all emails from emsigner.com

2.3. Signing issue using the default browser

- Right-click on the Review Documents link in your email notification
- Select Copy Hyperlink.
- Paste the copied URL, into an alternate browser.

2.4. Having issues in downloading, sending, or signing a document

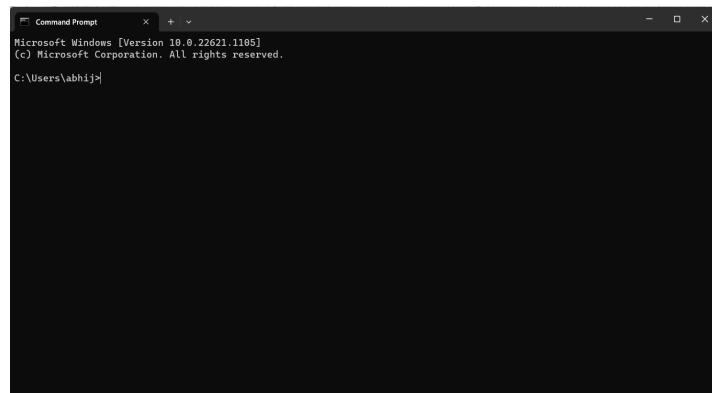
- Clear cache and cookies out of your browser.

2.5.

3. Applet is not getting loaded in the user system

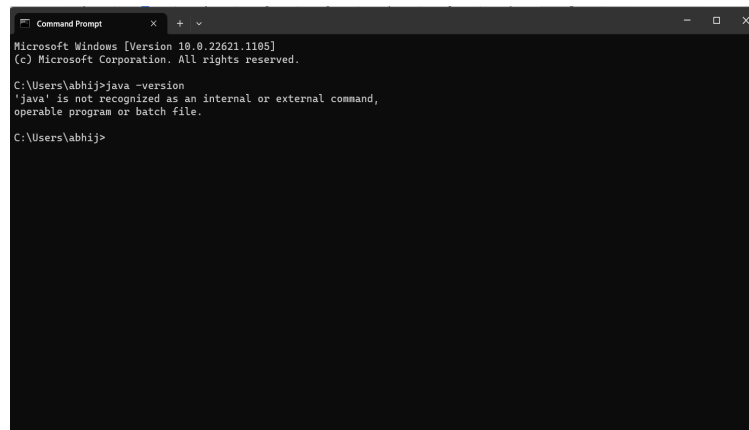
- 3.1. Java is not installed in the system

- Click on start and type cmd and a screen will appear



```
Command Prompt
Microsoft Windows [Version 10.0.22621.1105]
(c) Microsoft Corporation. All rights reserved.
C:\Users\abhi>
```

- Give the command java -version



```
Command Prompt
Microsoft Windows [Version 10.0.22621.1105]
(c) Microsoft Corporation. All rights reserved.
C:\Users\abhi>java -version
'java' is not recognized as an internal or external command,
operable program or batch file.
C:\Users\abhi>
```

- If java is not installed, it will show the above result
 - Needs to install java to work with the component.

