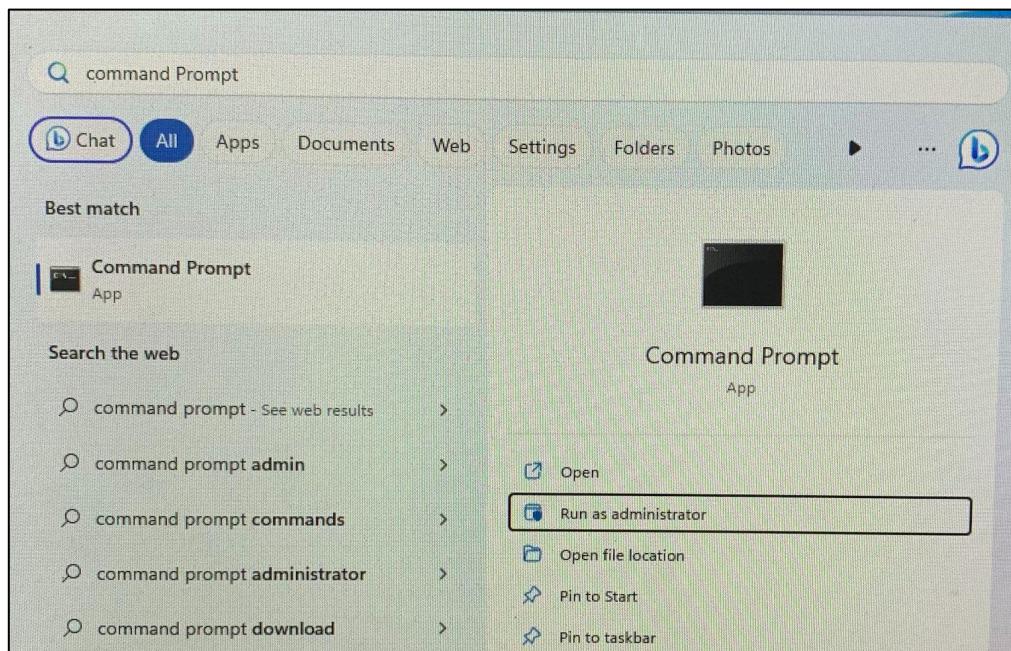


## **Steps to Resolve EDR Not Reporting on Central Console**

1. Open **Command Prompt** Run as administrator.



2. Type the following commands to check if **DNS is working** or not and **central console is reachable** or not,

```
nslookup epp.nic.in  
telnet epp.nic.in 443
```

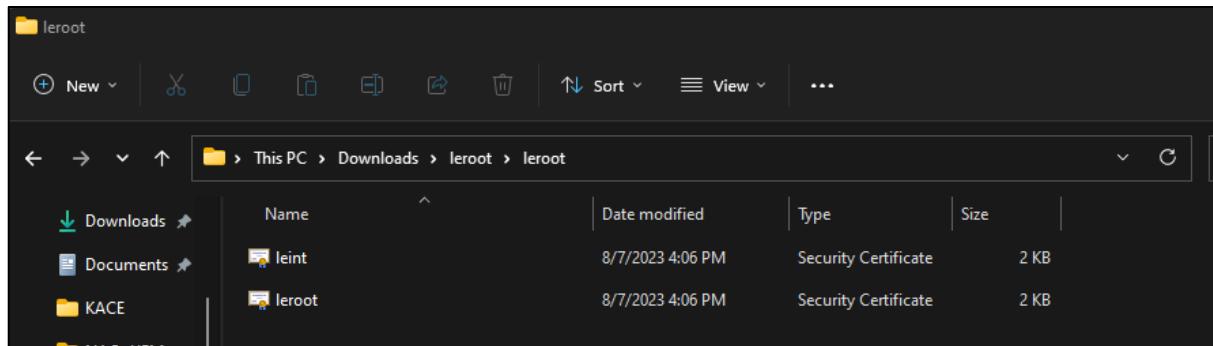
The screenshot shows an "Administrator: Command Prompt" window. The command "nslookup epp.nic.in" is run, resulting in a non-authoritative answer with Name: epp.nic.in and Address: 10.197.232.69. The command "telnet epp.nic.in 443" is also run. The window title is "Administrator: Command Prompt".

```
C:\Windows\System32>nslookup epp.nic.in  
Server: dns.nic.in  
Address: 1.10.10.10  
  
Non-authoritative answer:  
Name: epp.nic.in  
Address: 10.197.232.69  
  
C:\Windows\System32>telnet epp.nic.in 443
```

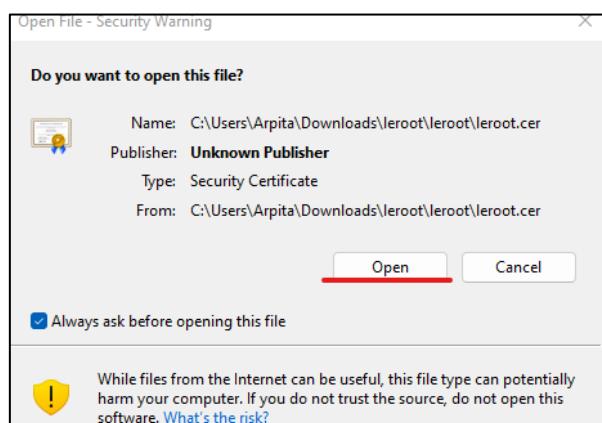
3. If DNS or telnet is not working, then please contact your local network team.

4. Download, extract and install Letsencrypt Root & Intermediate certificates from the URL below,

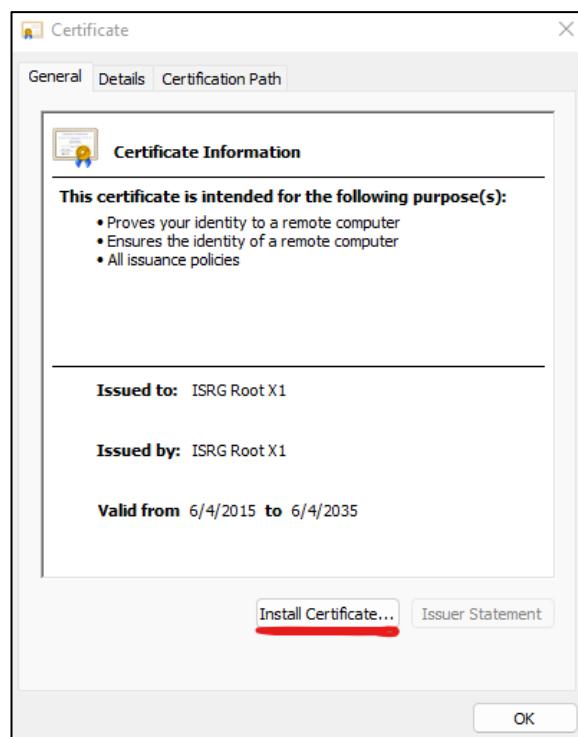
<https://vpn.nic.in/lroot.zip>



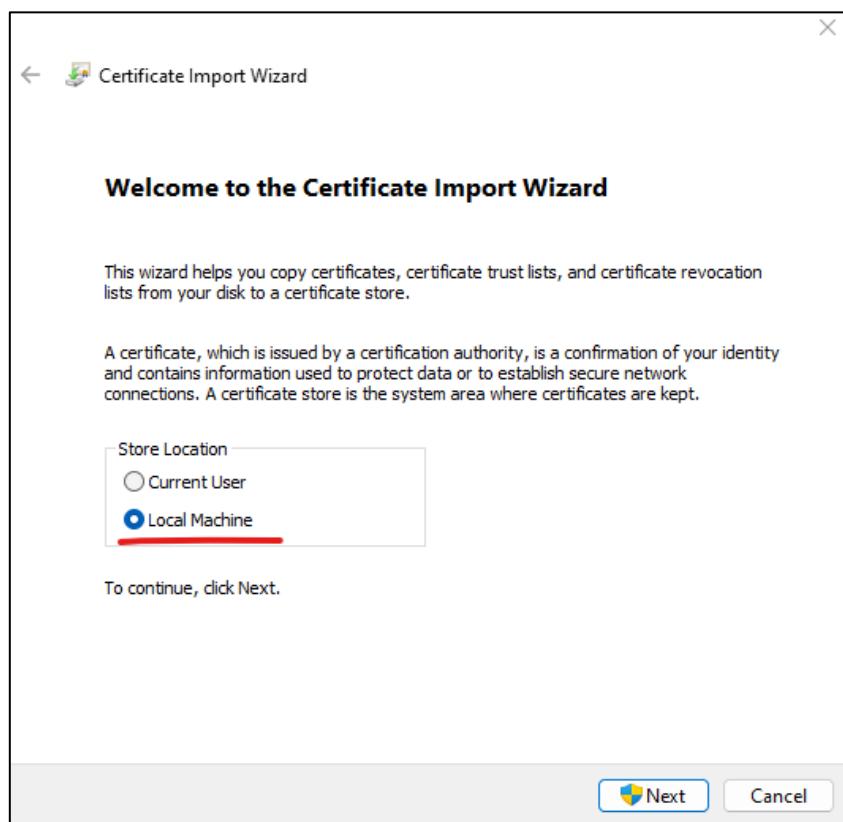
5. Double click on the file **lroot** & **leint** one by one and click on **Open** button,



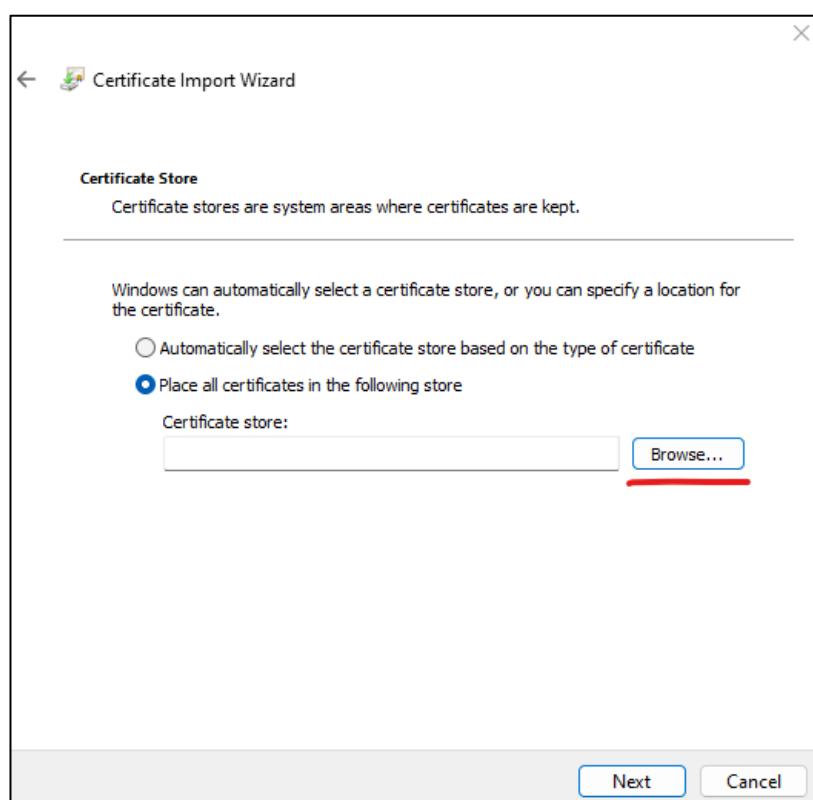
6. Click on **Install Certificate** button.



7. Select **Local Machine** option and click **Next** button.



8. Select **Place all certificates in the following store** and click **Browse** button.

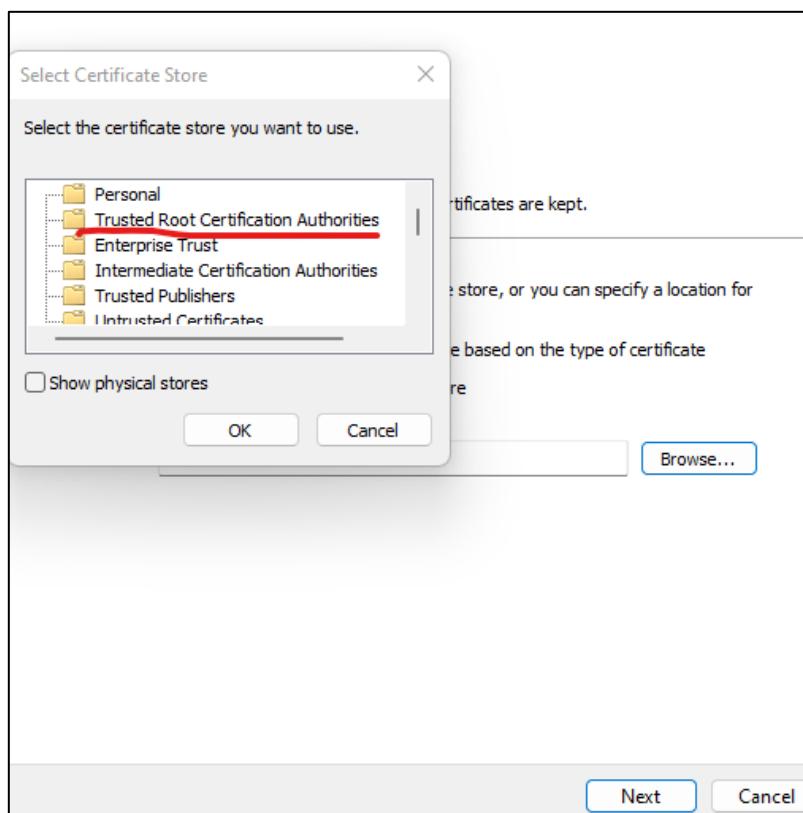


9. Select

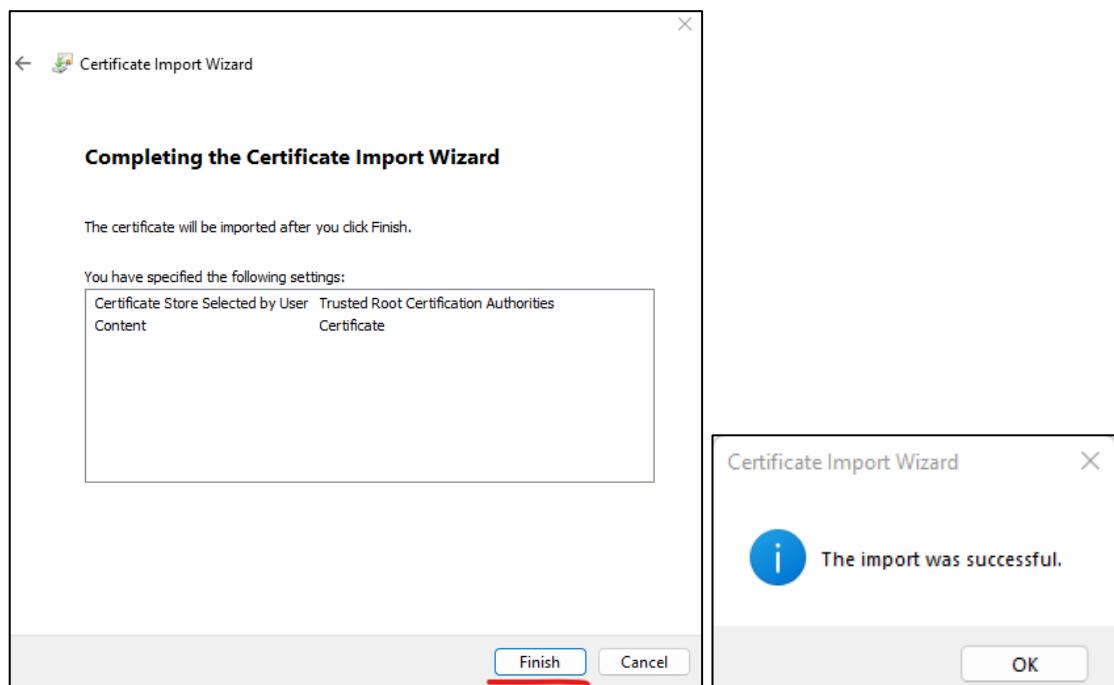
**Trusted Root Certification Authorities for leroot file**

**Intermediate Certification Authorities for leint file**

and press **Ok** button and then **Next** button.



10. Click **Finish** and wait for import successful prompt.



11. Reboot the machine.