BioMini Web Agent
Troubleshooting Guide

Contents

1   "Web-Agent server failed to start" error

If 'Biomini_WebAgent.exe' application failed to launch and print "Web-Agent server failed to start" error on the screen, please check the following file's existence where 'Biomini_WebAgent.exe' installed
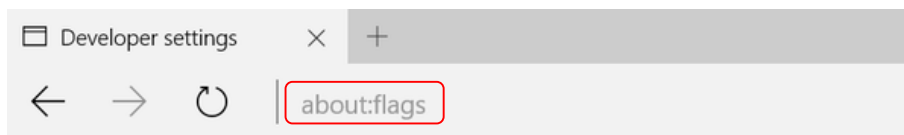
ssleay32.dll, libeay32.dll

2   "network error 0x2efd" in Microsoft Edge browser (Windows 10)

- Make sure 'localhost loopback' option is enabled.

- Run 'cmd.exe' with Administrator authority, and execute following script.

CheckNetIsolation.exe LoopbackExempt -a -n=Microsoft.MicrosoftEdge_8wekyb3d8bbwe

- Type *about:flags* in the address edit box, and check if "Allow localhost loopback" option is enabled.

3 "This Connection is Untrusted" error on Firefox browser

- Click "I Understand the Risks" and then click "Add Exception" button.

This Connection is Untrusted

You have asked Firefox to connect securely to ▇▇▇▇▇▇ but we can't confirm that your connection is secure.

Normally, when you try to connect securely, sites will present trusted identification to prove that you are going to the right place. However, this site's identity can't be verified.

What Should I Do?

If you usually connect to this site without problems, this error could mean that someone is trying to impersonate the site, and you shouldn't continue.

Get me out of here!

▶ **Technical Details**

▶ **I Understand the Risks**

▶ **Technical Details**

▼ **I Understand the Risks**

If you understand what's going on, you can tell Firefox to start trusting this site's identification. **Even if you trust the site, this error could mean that someone is tampering with your connection.**

Don't add an exception unless you know there's a good reason why this site doesn't use trusted identification.

Add Exception...