Title: - CCIL Meet Report

List of Problem Stated:-

1. There’s an Proxy Error pop up during KYC process
2. Captcha is not getting loaded.
3. Files are not getting uploaded.

Date: - 23rd Sept 2021

Time: - 1.50pm

Client: - CCIL

Client-Support: - Ashish Bhandari

List of Website which had problem: -

1. <https://resident.uidai.gov.in/offline-kyc>
2. https://go-preproduction.signzy.app

1st Problem Scenario: - Proxy Error pop up during Video KYC

While doing the KYC process, on the Video KYC part POP UP appears stating that, “we detect that you are using proxy, you can’t use proxy/VPN “

Troubleshooting:-

1. Checked the SafeSquid logs, if proxy is blocking or restricting the process.
2. Checked the Extended logs to see if any IP address/ Connection is Getting Dropped or blocked/Restricted
3. Checked the Developer Tool (F12) on browser , nothing wrong there either

Conclusion:-

The website/Application detected the proxy and it doesn’t allow proxy to be used.

They have restricted the use of Proxy/VPN from there end

Website: -

<https://resident.uidai.gov.in/offline-kyc>

2nd Problem Scenario: - Captcha not loading

While filling up the Form Captcha was not showing up, waited for some time, but it was still not loading up

Troubleshooting: -

1. Checked the developer Tools(F12), Request was still pending it was slow.
2. Check

3rd Scenario: - File not getting uploaded