



USER MANUAL

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1.What is e-mudra?

e-mudhra is a Certifying Authority which is licensed by the Controller of Certifying Authorities, under the Government of India. It is a e-Mudhra Limited. The rules outlined by the Information Technology Act that are followed by eMudhra.

Security is becoming more and more important as the world goes digital day by day. So many digital transformations are introducing for the safeguard of all identities, data, and foster trust in a digital society. To enable enterprises to advance and adapt without sacrificing "Faith," which is most important in our society, eMudhra emphasizes on Secure and safe Digital Transformation. eMudhra is well-positioned to support digital journeys where identity declaration is important to its end-to-end stack around trust services, PKI, Paperless transformation, and Digital Authentication.

e-Mudhra assists as the chair of the Asia PKI Consortium, a member of the CA Browser Forum, and a board member of the Cloud Signature Consortium. With a presence in more than 50 countries and over 12 years in business, eMudhra is firmly dedicated to bringing about change and support communities worldwide not only go digital but go digital in a safe way.

With more than a million certificates produced, eMudhra is a service that serves a wide range of customers who needs Digital Certificates for a variety of purposes, that includes different types such as Income Tax, MCA (ROC), Tenders, Foreign Trade, Banking, Railways, and many others.

Digital Signature Certificate:

The digital equivalent of physical recognizing documents like a driver's license, passport, Pan Card or membership card is a digital signing certificate, or DSC. It can be accessible electronically to prove one's individuality, identity and access information and services on the Internet, as well as sign certain documents digitally, in the same way that physical certificates serve as evidence of identity of an individual for a specific reason (for example, a Aadhar card identifies the nationality of a person and driver's license identifies someone who can legally drive in a particular nation or country). Digital Signature Certificates (DSC) are the electronic

equivalent of physical or paper certificates in the digital space. Driver's licences, passports, and membership cards are a few examples of physical certificates.

e-Mudhra Digital Signature Certificates can be used for:

1. E-Tender
2. MCA(ROC)
3. Income Tax
4. GST Filing
5. Employee Provident Fund
6. DGFT for Foreign Trade
7. Paperless Digital Signature
8. IRCTC
9. IPR
10. Foreign National DSC

Types of DSC:

There are mainly three classes of DSC.

1. Class 1
2. Class 2
3. Class 3

Class 1 and class 2 are discontinued in India but class 3 is mandatory to use for all the different types of transactions in India.

Different types of certificates include:

1. Signature Certificate
2. Encryption Certificate
3. Document Signer Certificate

Public Key Infrastructure (PKI):

Organizations rely on Public Key Infrastructure (PKI), it is a collection of events needed to securely produce digital signatures, to manage safety through encryption. Both a public Key and a private Key are used in every digital transaction. Anyone can easily use the public key, which is readily available, to encrypt and confirm the

usage of the signer's electronic signature. Only one specific will be able to use the private key to electronically sign papers because it is a private key that is not shared with anyone else. Other requirements are essential by PKI, such as the usage of certificate authorities, key-management tools, software production, and certificate administration, and it makes it possible for users to verify the individuality of digital certificate holders.

Pros and Cons of this Application:

Pros:

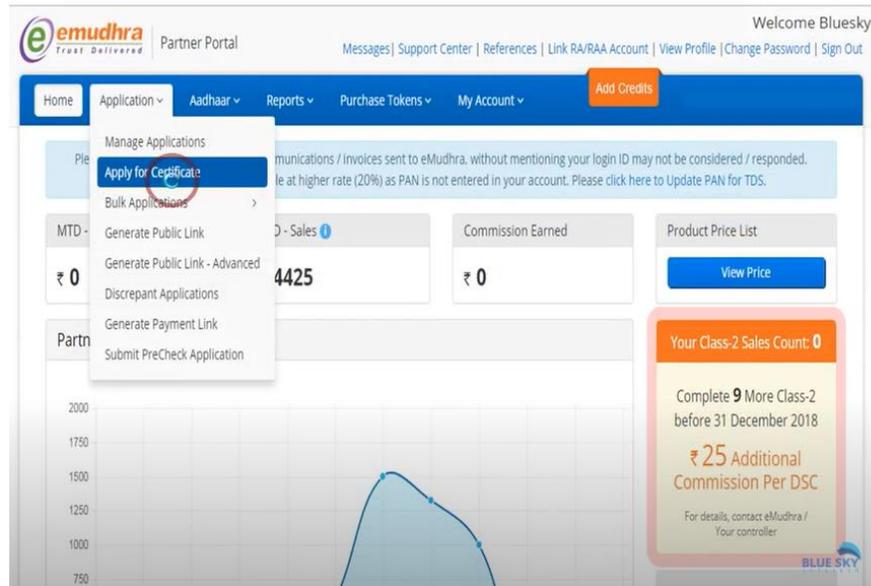
1. A digital signature certificate increases the transaction's security.
2. The status of the documents that have a digital signature applied may be easily followed.
3. Since it was issued by a certifying agency recognized by the government, it is entirely lawful.
4. When a document is signed with this signature, the date and time are immediately stamped on it.
5. The digitally signed document cannot be copied, scammed or changed.
6. You will not be able to get into any fraud.

Cons:

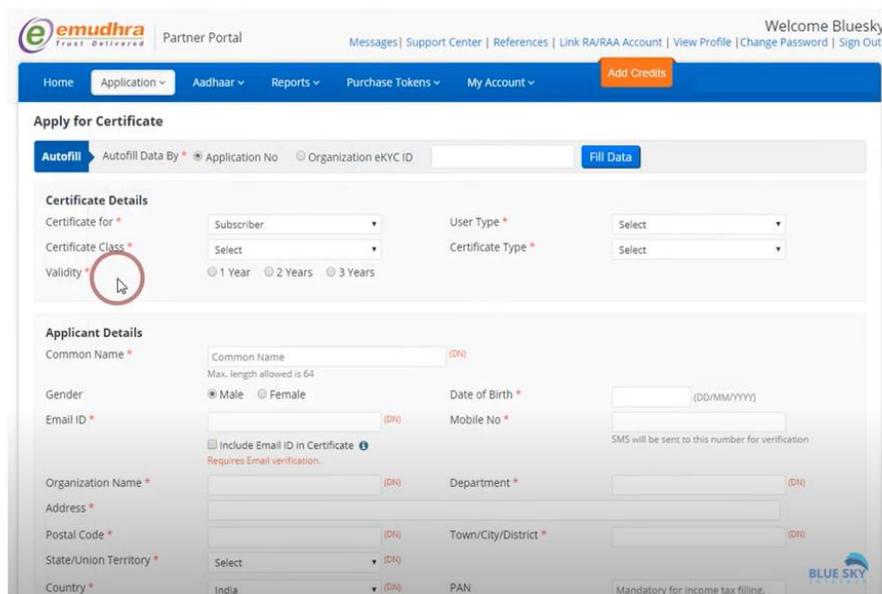
1. You need to fix all of the compatibility issues. There are many compatibility options, including updated browsers and software.
2. One of the main problems with using a digital signature certificate is software. You need to create a digital signature for E-ticketing if you work for a company and manage an export-import business.
3. The procedure of unsafe storage facilities and key loss or theft are there in this signature.
4. The need for a standard that will allow these various methods to cooperate grows better.

How to Apply for e-mudhra DSC:

1. Simply select "Buy Certificate."



2. Depending on your use case, choose a user type (Individual or Organization).

The screenshot shows the 'Apply for Certificate' form. At the top, there is an 'Autofill' section with 'Autofill Data By' and radio buttons for 'Application No' and 'Organization eKYC ID'. Below this is the 'Certificate Details' section with fields for 'Certificate for' (Subscriber), 'User Type' (Select), 'Certificate Class' (Select), and 'Certificate Type' (Select). The 'Validity' section has radio buttons for '1 Year', '2 Years', and '3 Years'. The 'Applicant Details' section includes fields for 'Common Name', 'Gender' (Male/Female), 'Date of Birth', 'Email ID', 'Mobile No', 'Organization Name', 'Department', 'Address', 'Postal Code', 'State/Union Territory', and 'Country'. There are also fields for 'PAN' and 'Mandatory for income tax filing'. A 'Fill Data' button is located at the top right of the form.

3. Choose the appropriate certificate type for your needs. For all your digital authorization needs, you can choose "Signature" as the certificate type by default. Please be aware that if you want to apply the certificate for e-

Tendering, you must choose "both" (signature & encryption) as the certificate type.

The screenshot shows the 'Apply for Certificate' page on the emudhra Partner Portal. The 'Certificate Class' dropdown menu is open, and the 'Class 1 Silver Individual' option is highlighted with a red circle. The form includes sections for 'Certificate Details' and 'Applicant Details'.

4. Choose the validity term based on your needs (for instance, 1 year, 2 years, or 3 years).

The screenshot shows the 'Apply for Certificate' page with the 'Organization Name' dropdown set to 'Personal' and the 'Attesting Officer' dropdown open. The 'Bank Statement signed by the bank' option is highlighted with a red circle. The form includes fields for 'Organization Name', 'Address', 'Postal Code', 'State/Union Territory', 'Country', 'Nationality', 'Aadhaar Number', and 'Documents Details'.

5. In order to continue with your transaction, click "Buy Certificate."

The screenshot displays the 'Payment & Certificate Details Confirmation' page in the eMudhra Partner Portal. The page is divided into three main sections: Certificate Details, Billing Details, and Payment Details.

Certificate Details:

- User Type: Individual
- Certificate Class: Class 2 Gold Individual
- Certificate Type: Signature
- Validity: 2 Years
- Common Name: zdgxvsfdbgsfsgfbg
- Email ID: SDgsfsgbddd@gmail.com
- Organization: [Redacted]
- Postal Code: [Redacted]
- Locality: [Redacted]
- State: [Redacted]
- Country: [Redacted]
- PAN: [Redacted]

Billing Details:

- Applicant Name: zdgxvsfdbgsfsgfbg
- Applicant Organization: [Redacted]
- Address: sdgdfbdfbdzfbg.bangalore-570030
- State: Karnataka
- GSTIN: [Redacted]

Payment Details:

- User Account Balance: Use Product Key
- Current Partner Balance: ₹ 2217
- With Support:
- Certificate Price: ₹ 225
- CGST @ 9%: ₹ 20.25
- SGST @ 9%: ₹ 20.25
- Total: ₹ 266
- Remarks: RA verified

6. Verify your identification via a paperless online approach.

The screenshot displays a confirmation message on the eMudhra Partner Portal. A yellow banner at the top provides instructions for document upload. Below it, a green checkmark icon indicates that the certificate application (Application ID: 93200) was entered successfully. A list of required documents is provided, with 'Aadhaar Card' circled in red. At the bottom, there are three buttons: 'Continue to Video Recording', 'Download Invoice', and 'Process New Application...'.

Document Upload Instructions:

For PreCheck of the application, please upload copy of completed application with supporting documents at your [Document Upload Link](#), while sending physically to eMudhra Office.

Application Status:

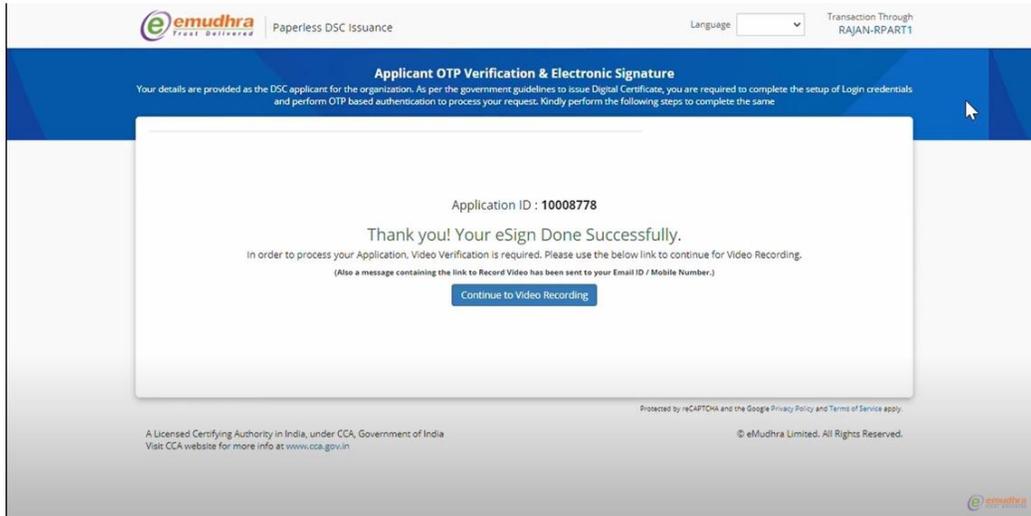
Certificate Application (Application ID: 93200) entered successfully
You can enter new application by clicking 'Process new application' button below in this page.

Documents to be collected:

- Address Proof: Aadhaar Card
- Self attested copy of ID Card of attesting officer: - Self attested copy of ID Card of attesting officer

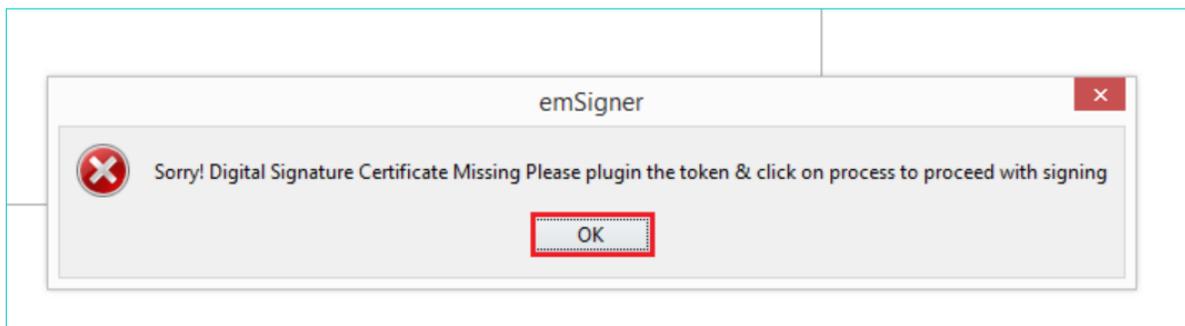
Buttons: Continue to Video Recording, Download Invoice, Process New Application...

7. Download your certificate for a digital signature.



Technical issues faced by the customers and their troubleshooting:

- 1.If you are installing new or updating browser, then you need take the backup of your Digital Signature other wise you need to apply again.
2. If you are facing Plugin Issue then do the following steps:



Before installing new emSigner, remember to uninstall the current one. Constantly follow the steps listed below to verify your DSC certificate.

Step1 First, open any browser or Internet Explorer (press ALT-X)

Step 2: Select the Content tab under Internet Options.

Step 3: Select the Certificates button. Choose a DSC certificate. Select View from the menu.

Step 4: Open your certificate and click the Details tab. Go to Key Usage by scrolling down. "Digital Signature, Non-Repudiation" should be used instead.

Step 5: Please remove this Certificate from the Windows Store if it is "Key Encipherment."

3. Java Runtime Error: This happens when you have not installed the JRE on your system. For this do the following steps for download JRE.

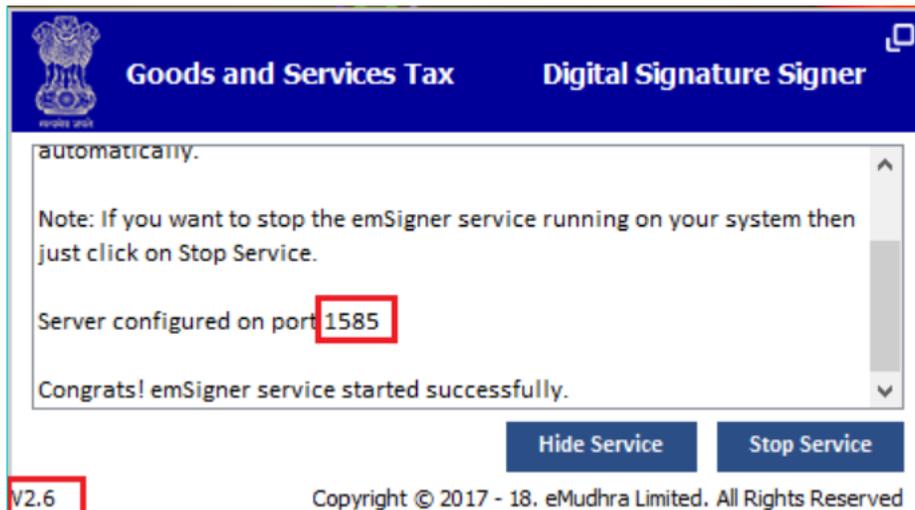


Step 1: Go to Internet and java.com site.

Step 2: Go to the home page and download the java.

Step 3: Once it gets downloaded, then again do the process for the DSC.

4. Issues while opening WebSocket in any browser.



Step 1: Include the following url: <https://127.0.0.1:portNo> (or the port on which the server is running). For ex: <https://127.0.0.1:1585>. in the address box in your browser and press Enter.

Step 2: A popup to add the certificate to the list of exemption sites will look. Select Add Exception from the menu. Verify the server's startup port. Make that the port number matches the description of the emSigner port.

Step 3: Go to control panel and uninstall the emSigner and install the latest version.

Step4: Open Mozilla Firefox and type <https://127.0.0.1:1585> into the address bar. And select the Advanced from the menu.

Step 5: Select Add Exception from the menu and then press the Security Exception Confirm button.

Name	Publisher	Installed On	Size	Version
Citrix CloudBridge Plug-in	Citrix Systems, Inc.	23-Sep-16	41.4 MB	7.3.0.194
Citrix Receiver	Citrix Systems, Inc.	23-Sep-16	53.7 MB	14.3.0.5014
emSigner	eMudhra Limited	24-May-17	5.59 MB	1.2.0
emSigner	eMudhra Limited	24-May-17	5.59 MB	2.6.0
Forefront Identity Manager CM Client	Microsoft Corporation	20-Sep-16	21.6 MB	4.1.3613.0
GIMP 2.8.16	The GIMP Team	28-Feb-17	283 MB	2.8.16
Google Chrome	Google, Inc.	21-Sep-16	54.3 MB	59.0.3071.115
HID OMNIKEY 3x21 PC/SC Driver	HID Global Corporation	20-Sep-16	192 KB	3.0.2.0
Intel® Graphics Driver	Intel Corporation	20-Sep-16	74.2 MB	20.19.15.4377
Java 8 Update 91 (64-bit)	Oracle Corporation	05-Jul-16	102 MB	8.0.910.14
MDOP MBAM	Microsoft Corporation	20-Sep-16	8.52 MB	2.5.11000.0
Microsoft Identity Manager Add-ins and Extensions	Microsoft Corporation	26-Sep-16	2.76 MB	4.3.1935.0
Microsoft Office Professional Plus 2016	Microsoft Corporation	20-Sep-16		16.0.4266.1001

5. Facing failed to establish connection to the server.

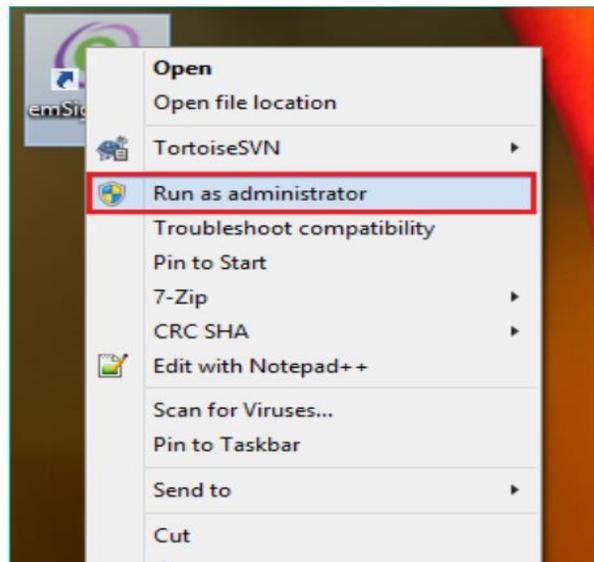
Failed to establish connection to the server . Kindly restart the Emsigner

Content to Sign

Common Name	Issuer Name	Serial No.

Step1: You need to first stop the emSigner service.

Step2: Again, start the application by run as administrator as below.



Reference: Pictures from the google.

Various Information for the reference : <https://emudhradigital.com/>

<https://emudhradigital.com/about-emudhra.jsp>

https://emudhradigital.com/paperless_digital_signature.jsp

<https://emudhradigital.com/about-dsc.jsp>