

## Issue: Partial Encryption, Decryption getting failed

Issue Description: it has been reported (especially in emudhra etokens), that while encrypting the values in tender, all the values does not get encrypted or some of the values does the decrypt. This issue pertains to the Digital Certificate.

### Possible Way of Resolution

Step 1: Check your email id provided in the application form submitted for DC creation. Try and find string "emudhra", you will find a mail from "[DSC@e-mudhra.com](mailto:DSC@e-mudhra.com) <[info@e-mudhra.com](mailto:info@e-mudhra.com)>"

Step 2: Check in your mail content you will find below :


Application No : XXXXXXXX (numeric value)

Challenge code : XXXXXXXX (alpha numeric Value)

Step 3: Type below address in IE browser <https://www.e-mudhra.com/portal/login.aspx>



Download Certificate



Application Number\*   
Challenge code\*   
Date of Birth \*  (DD/MM/YYYY)

**IMPORTANT NOTICE:**

**Compatibility:**

- \* Compatible Operating Systems: Microsoft Windows 2000, XP, 2003, Vista ,Windows 7
- \* Compatible browsers: Microsoft Internet Explorer 6.0 and above

**Pre-requisites:**

- \* Add [www.e-mudhra.com](http://www.e-mudhra.com) to the 'Trusted Sites' list of the browser. [Click here](#) in case you need the procedure for the above.
- \* Enable Active X controls in the Internet Explorer browser. [Click here](#) in case you need the procedure for the above.
- \* If you are downloading certificate into USB token, install the token drivers "[Click Here](#) to download drivers".
- \* Download [e-Mudhra Certificate Trust Chain](#) and right click on same and select "Install".

**Important Note:**

Must be installed from CD/Active x downloaded from USB/Security token in the working drive

Step 4: Put Application Number , Challenge Code and Date of Birth as given in the application form.

Step 5: Press Submit Button.

It will show you the certificate details, further it will contain a download button, press it and save the certificate on desktop

Step 5: Rename the certificate as per your name.

Step 6: double click on this icon, it will prompt for installation.

Step 7: Install this certificate and use the same in your future encryption/decryption.

Any further issue, kindly contact your Digital Certificate provider helpline numbers.