DIGIPAY TROUBLESHOOTING

1. **For Fingerprint Authentication Related Query**

   Visit https://developer.uidai.gov.in/node/39 to understand the error

2. **Error- Invalid Date time or network error**

   Problem:

   This error occurs when desktop/laptop date and time does not match Digipay Server date and time

   Solution:

   Kindly Change your system date and time according to your Mobile Phone network

3. **Error - System Overloaded Error**

   Problem:

   This error occurs when older version of Dig pay is installed in the system.

   Solution:

   Uninstall the older version of Dig pay and delete CSC E-governance Services India Limited and Fingerprint sensors folders from C: drive. Then download Dig pay software from register.csc.gov.in/digipay and then install the new downloaded software

4. **Error - Unable to connect remote server 'figw.csccloud.in' or The remote server returned an error: (404) Not Found.**

   Problem:

   This error comes when Internet is not working.

   Solution:

   Check the internet connection in the desktop/laptop and then try to register after sometime

5. **Error - Unhandled Exception- unable to load 'Morpho.sdk.cppwrapperclass.dll'**

   Problem:

   This error occurs when morpho drivers are not working

   Solution :

   Uninstall the morpho drivers and older version of Dig pay and delete CSC E-governance Services India Limited and Fingerprint sensors folders from C: drive. Then download Dig pay software and Morpho drives from http://register.csc.gov.in/digipay and then firstly install morpho software and then Dig pay software.

6. **Installation did not succed-HRESULT-00X800222**

Problem:

This error comes when .net framework is not installed

Solution :

(a) Click on Start Menu and in search Tab find Command Prompt and then run it as Run As Administrator

(b) In Command Prompt, write the following Command **net stop WuAuServ and** press Enter button. Windows Authentication Server will be stopped message will show.

(c) Then again click on Start Menu and start Run application. In Run window, type **%windir%** and press enter.

(d) Windows Explorer window will open. Search **Software Distribution** Folder and rename it to **SDold.**

(e) Then In Command Prompt, type **net start WuAuServ** and press Enter Key. Then again install the .net framework.

7. **Error - Unhandled Exception – Exception from HRESULT 0x8007000B or .Net Framework configuration tool to grant required permission.**

Problem:

This error occurs when .net framework is not responding.

Solution:

Update the .net Framework version 4.0 to .net Framework 4.5 from microsoft official website.