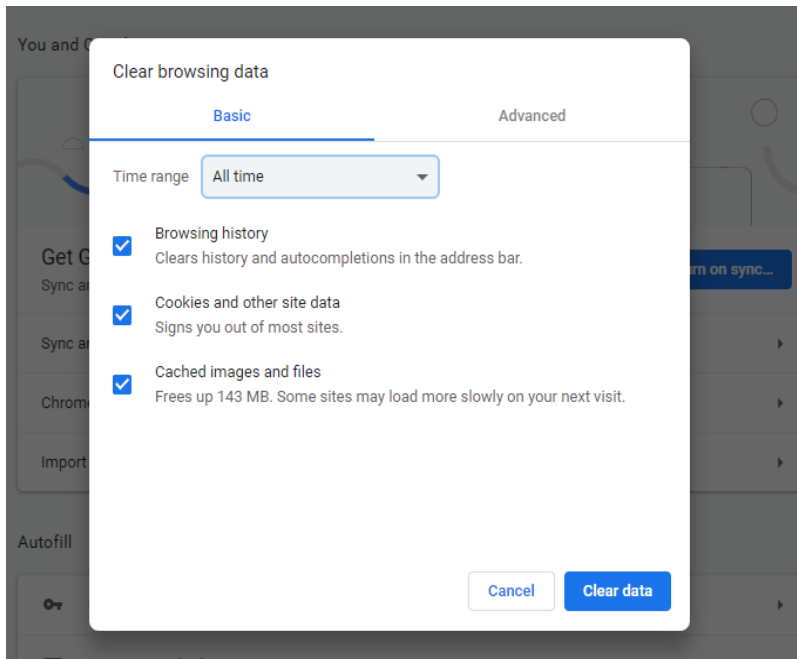
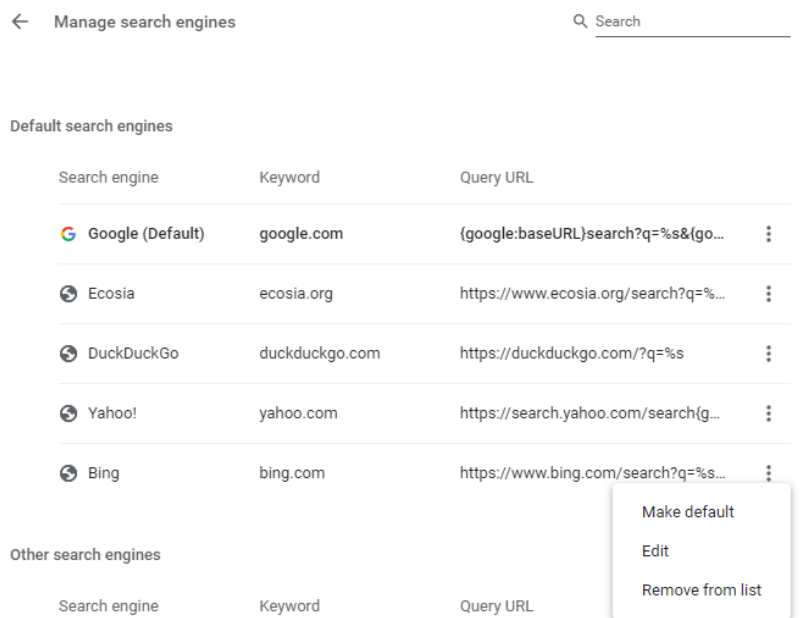


1. सबसे पहले मशीन को ऑन करना है,
2. Chrome की History को ALL Time की डिलीट करना है,



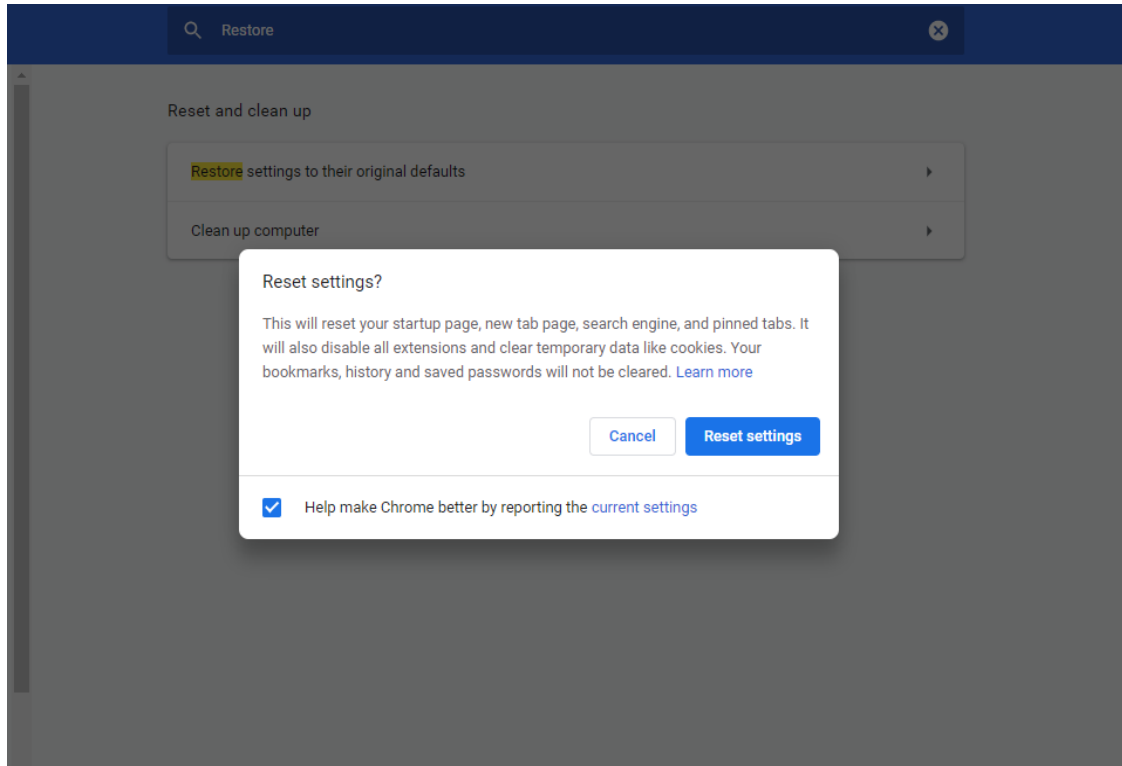
3. **Chrome से Search engine delete करना है, Google Chrome को छोड़कर सब को delete करना**

open Chrome > Settings > Search engine > Search engine > Default search engines

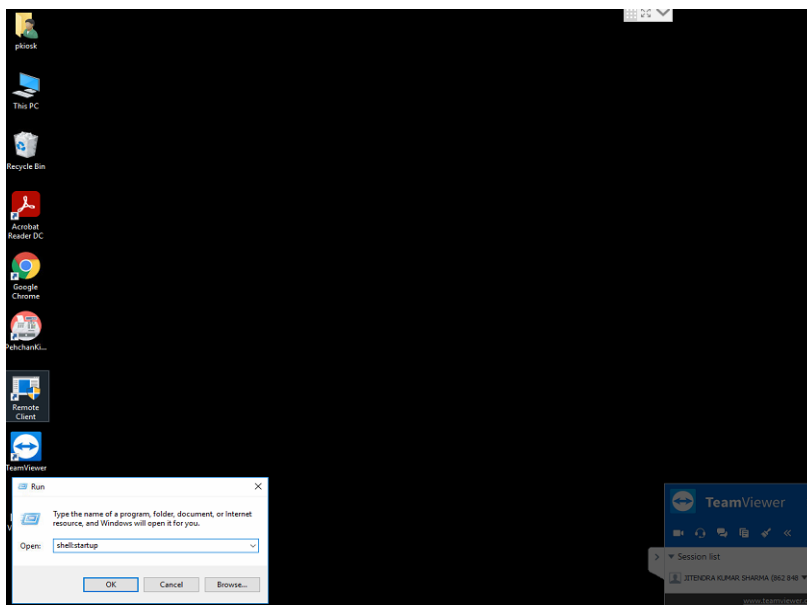


3 . Chrome की Settings को Reset settings करे,

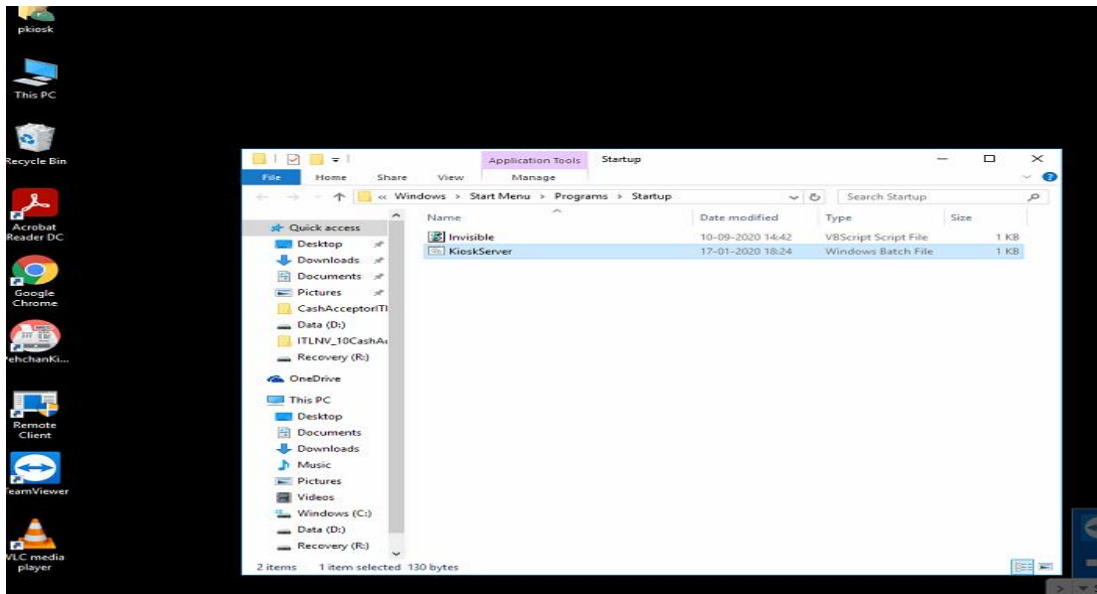
open Chrome > Settings > Search Box में Restore type करे और Restore settings to their original defaults क्लिक कर Reset settings करे



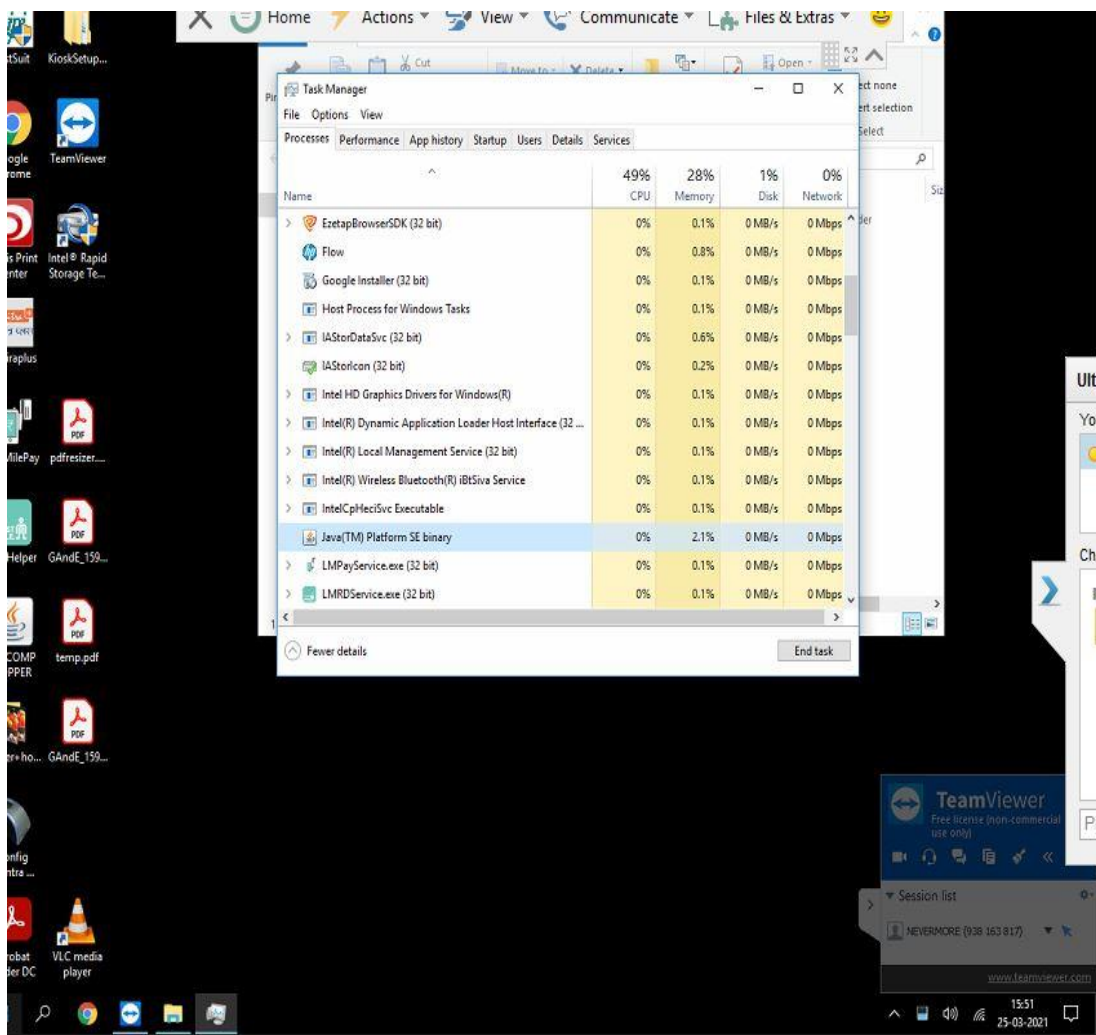
4. Search Box में RUN type कर)shell:startup (RUN करे



5. इस में Kiosk Server के नाम से एक exe File हैं, उस को delete करना हैं,



6. फिर आप को taskbar पर right click कर task manager को open करना है, उस में JAVA(TM) के नाम है उस को Endtask करना है,



Frequently Asked Question

- **No Response From Hardware**
- **Some issue occurred on Bio-metric attendance**
Biometric Hardware not Responding

Solution :-

- google browser History Clear
- google browser History Clear Please update the RD service in the machine , For this please follow these steps followed by machine type (LIPI , Econnect
- Reinstalling RD service of mantra device in LIPI Machines.
- Step :1 Go to program & features and uninstall all the mantra related Rd service & drivers.
- Step :2 Go to c drive > Program Files > and delete Mantra folder.
- Step :3 Open google chrome and type mfs100 and visit the first website

- <https://download.mantratecapp.com/Forms/DownloadFiles> and
- download Download MFS100 RD Service (1.0.2) from here and install .
- Step 4:- go to D drive > drivers> Bio-Metric and install mfs100 driver from it..
- Step 5:- go to services and restart Mantra AVDM service. until you have a display of Framework is ready to use.
- Done.
- If machine is of Econnect
-
- Step :1 Go to program & features and uninstall all the SECUGEN related Rd service & drivers.
-
- Step :2 Go to c drive > Program Files x86 > and delete Secugen folder (if exist).
- Step :3 Open google chrome and visit this link:- www.Tinyurl.com/kioskbio
- Step :4 Download the software and extract the .rar file .
- Step :5 Install the secugen driver (i.e. SGIRD_WIN32_10049.exe) , Done.

1. After clicking the Emitraplus icon , IF nothing works/Black window(Boot screen) prompt out

Solution:- Probably there is JAVA related issue in the machine.

Please follow these steps:-

- Go to programs & Features
- Uninstall JAVA related SDK and drivers
- After successful uninstalling the java ,Please open google chrome and download the JAVA from this following link :-
<https://drive.google.com/open?id=1eMe9MQkIPqEDbhRkrahQA1g8lOIW3Yhe>
- Install the downloaded java and run again the Emitraplus icon
- **LIPI helpline :- 0294-2499777/789/718/719 E-Connect helpline: - Secugen machine 9119113377, 9251092510, 8107998888 or 6375803554.Biometric hardware not responding**
- **Solution :- This issue occurred when hardware not working properly or not getting online connection ,**
In this case you can follow these steps

Step1:- If machine is of lipi you can test the device on <https://rdtest.aadhaardevice.com>

Step 2:- If machine is of Econnect

Try reinstalling the SECUGEN driver as mentioned QUES no. 3 solution.

E-Connect helpline: - Secugen machine

9119113377, 9251092510, 8107998888 or 6375803554

