



DIGI PAY

A new way to Aadhaar based payment system

● Secure ● Simple ● Seamless



Cash Withdrawal

Balance Enquiry

Aadhaar Pay

Cash Deposit



DIGI PAY

TROUBLESHOOTING MANUAL

(For version 2.5)

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MORPHO RD SERVICE DRIVER INSTALLATION

To install Morpho RD service driver in Digipay, Please follow the steps given below :

1. Visit <http://digipay.csccloud.in>
2. When Digipay download portal opens, on right hand side select **Morpho** from **RD Service Installation Document**
3. Driver download links will open. Download **RD service Driver**. A **Morpho_RDService.zip** file will be downloaded.
4. Unzip the Morpho_RDService.zip file in a folder by right click on zip file and then click on **Extract to Morpho_RDService/**
5. In the folder, right click on **MorphoRdServiceLOSoftSetup** and click on Install.
6. RD Service will install automatically then Click on Finish to complete the installation.
7. Once the installation is complete, Unplug your Morpho Device and again plug it in the system.
8. Morpho RD service will get registered itself when it is plugged in.

DIGIPAY TROUBLESHOOTING

1. 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

2. 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 folder from C: drive. Then download Dig pay software from register.csc.gov.in/digipay and then install the new downloaded software

3. 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

4. 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://digipay.csccloud.in> and then firstly install morpho software and then Dig pay software.

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5. Installation did not succeed-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.

6. 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.

7. Error – Merchant authentication failed. User Not Registered

Problem:

This error occurs when VLE's or merchant adhaar no is not on Digi Pay Server

Solution:

Those VLEs who have got their CSC IDs will only able to do the DigiPay. And CSC IDs generated upto April 2017 have got whitelisted on Digi Pay Server. Ask them to wait for some time if this error comes.

8. Error - Authentication Failed for Merchant.Error!

Problem:

This Error comes when Fingerprint of VLE or merchant is mismatched.

Solution:

Either UIDAI server is unavailable, so ask them to try after sometime.



9. Error –Starting Download is running in infinite loop when the Digi Pay Icon is clicked.

Problem:

Digipay Updater is not working properly

Solution:

- (a) Go to URL <http://digipay.csccloud.in>
- (b) Click on Update link on Dependencies. Digipay update is downloaded
- (c) A zip file will download from this link. Once the file is downloaded, unzip the file right click on zip file and click on Extract to update/.
- (d) An Update folder will be extracted on the location.
- (e) Copy the Update folder and paste on location C:\CSC e-Governance Services India Limited\DIGIPAY\
- (f) Go to update folder and double click on rep.bat file to update the application.
- (g) Once updation is complete, double click on Digipay Application.

10. Error – Request Integrity Failure

Problem:

Login process not working properly

Solution:

1. Go to C:/CSC E-governance Services India Limited/Digipay
2. Find license file and delete it.
3. then again re-register yourself in Digipay

11. Error - System Overloaded. Try after sometime

Problem :

Application is getting fail to update.

Solution :

1. Go to URL <http://digipay.csccloud.in>
2. Click on Update link given on this URL.
3. A zip file will download from this link. Once the file is downloaded, right click on zip file and click on Extract to update/.
4. An Update folder will be extracted on the location.
5. Copy the Update folder and paste on location C:\CSC e-Governance Services India Limited\DIGIPAY\
6. Go to update folder and double click on rep.bat file to update the application.
7. Once updation is complete, double click on Digipay Application.



12.Error – You have reached your transaction limit today.

Problem :

Error comes during self deposit

Solution :

VLE can do only 2 self deposit per day.

13.Error – User unknown in Digipay. Please contact Digipay Administrator.

Problem :

CSC ID is created recently and is not activated in Digipay.

Solution :

CSC IDs will be activate in Digipay within few days.

14.Error - CscAEPS Stopped Working.

Problem :

Application crashed due to supporting files of System to run the application are deleted because of antivirus.

Solution :

Formatting of Computer has to be done with new Operating system. And then All the drivers and software of Digipay has to be reinstalled.Make sure antivirus is installed after installation of Digipay

15.Error – No RD service detected

Problem :

This error comes when the RD service software is either not present or not installed properly in system.

Solution:

1. Uninstall the RD service(if already installed in system).
2. Download RD service from <http://digipay.csccloud.in> .Then after downloading the RD Service, software has be extracted from zip file.
3. Right click on morpho RD service software and install the rd service again.
4. To check whether the RD service is installed properly, unplug the device and then plug again. A pop up message will appear for updation of RD service.
5. Once it is successfully updated, RD service is ready, and start the Digipay application.(Note:Antivirus must be disabled before RD service installation)



16. Error : Device performing illegal operation and will perform shut down

Problem:

This error comes when the Device RD service unexpectedly stops

Solution:

Here it is advised to restart the application within few minutes.



TROUBLESHOOTING