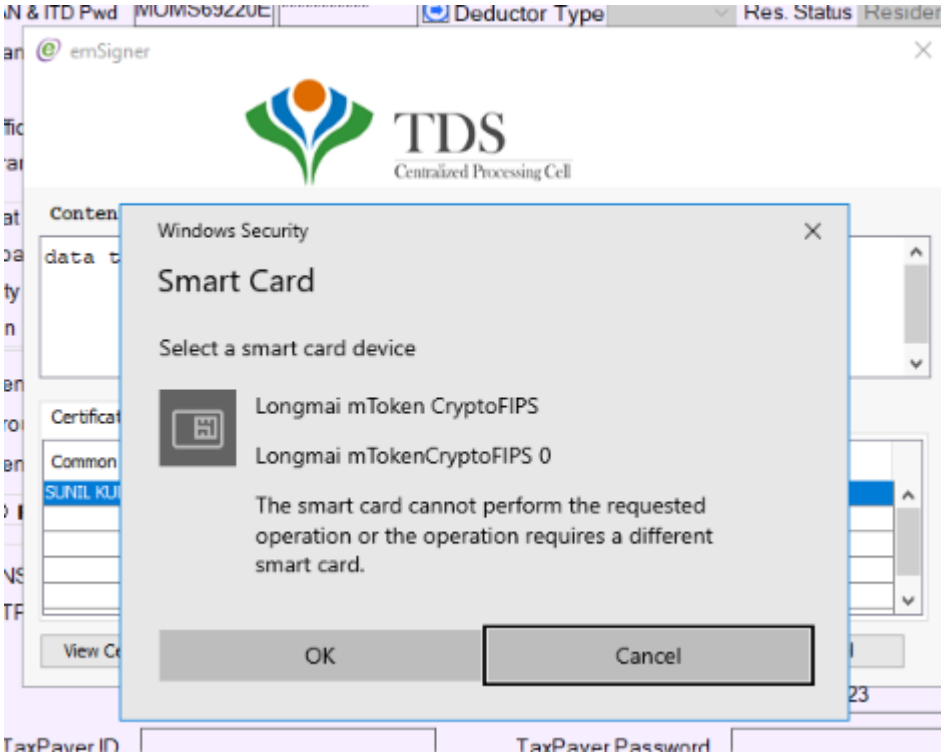
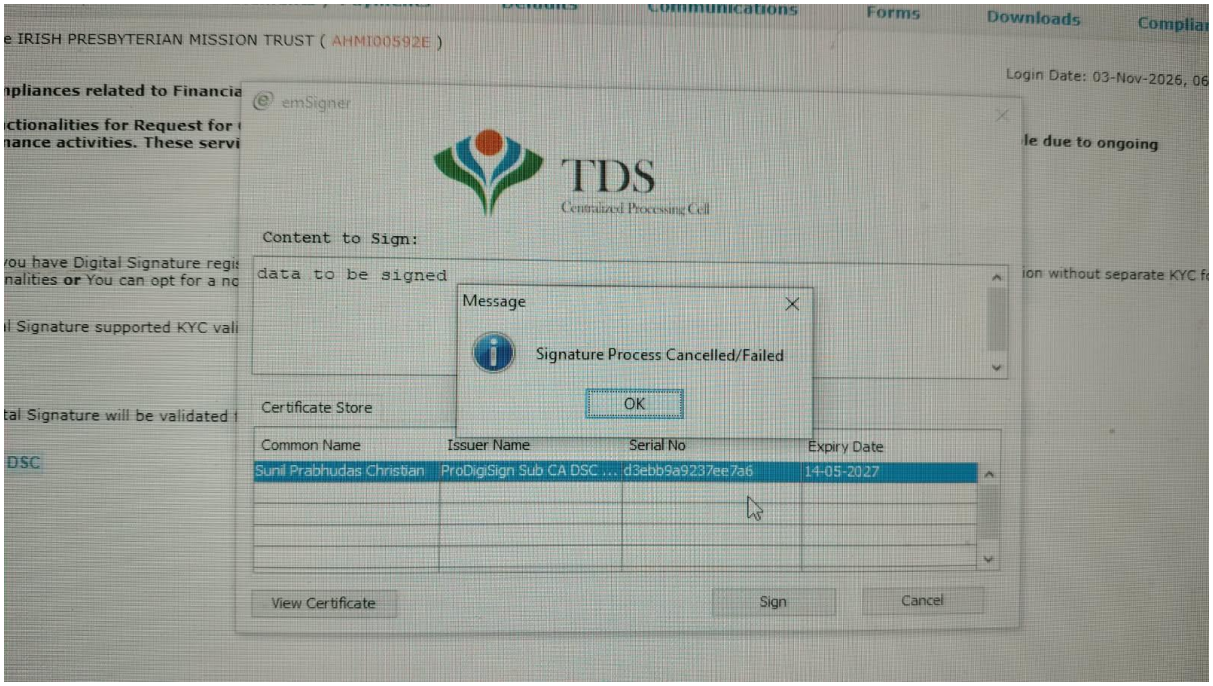
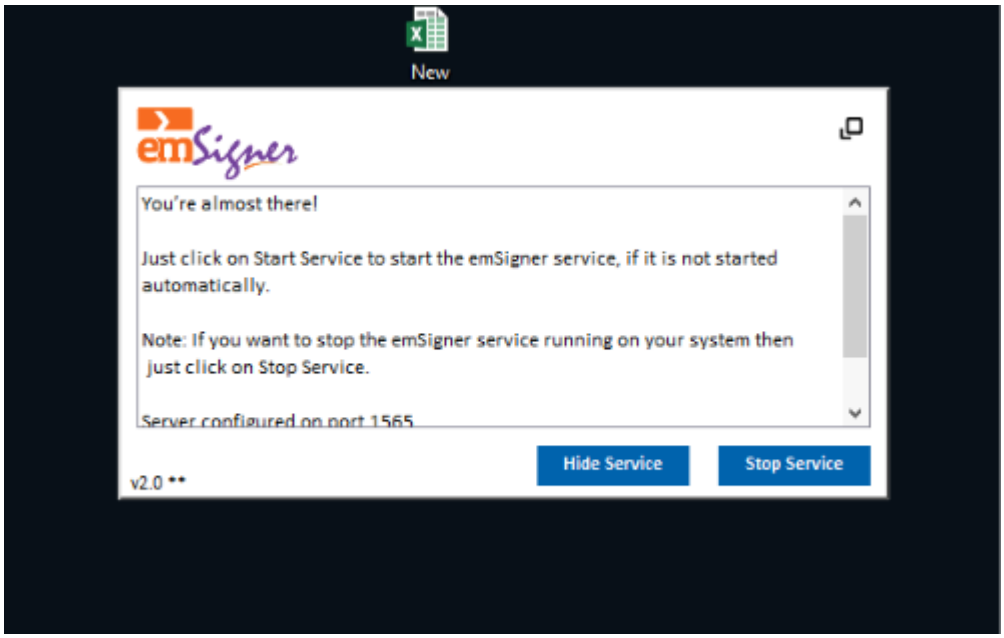
Solution for Traces portal

1. If show this smart card or signing process failed/cancelled





- If showing error like given screen shot then follow given step.
- Go to control panel and uninstall emsigner.
- Go to Local Disc(C) drive – delete emudhra Limited folder.
- Now go to traces website -> downloads and download traces signer with name of **TRACES WebSinger Setup V 2.0**
- Now Go to Desktop and right click on emsigner -> now click on Run as administrator.



- After run emsigner if showing v2.0** this in the bottom of signer then you can try your traces work.
- If issue not resolve after this then try after re-start your system issue will be resolve.

Thanks & Regards

Team ProdigiSign