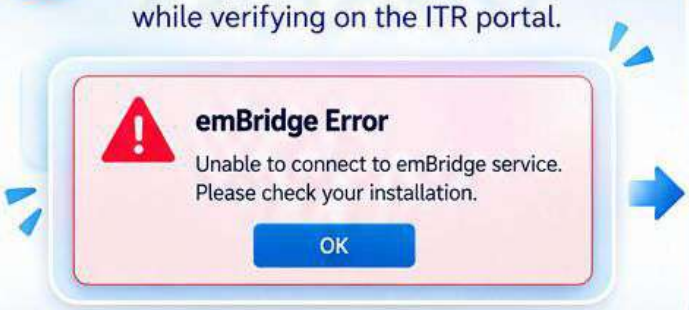
How to Fix emBridge Error for ITR

Follow these simple steps to resolve the emBridge error and continue your ITR verification smoothly.



1 Identify the Issue

You may see an emBridge error while verifying on the ITR portal.



2 Uninstall emBridge

Open **Control Panel** from Start menu, go to **Programs and Features**, locate **emBridge**, and click **Uninstall**.



3 Delete eMudhra Folder

Open **File Explorer**, navigate to your **C Drive**, open **Program Files (x86)**, locate the **eMudhra** folder, and **delete** it.



4 Download Latest emBridge

Open your browser and go to **embridge.emudhra.com**. Scroll down to the **Downloads** section and grab the latest Windows Installer.



5 Run as Administrator

Right-click the setup file and select **Run as administrator**. Follow the prompts to finish installation. Make sure the **emBridge** service icon appears in your Windows system tray at the bottom right.



6 Verify on ITR Portal

Reopen your ITR portal, reconnect your USB token, and try verifying again—your issue should be completely resolved.



7 Still Facing Issues?

If you still encounter an error, make sure your token drivers are updated or contact the support desk.

