

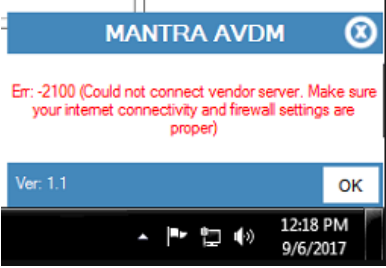


Error Code	Category	Issue	Screen Shot	Resolution
Error: "4003"	Mantra RD Service	System.Net.web exception.		UIDAI server timeout while registration of new device. Kindly contact UIDAI along with MANTRA to confirm UIDAI server availability.
Error "System Configuration"	Mantra RD Service	Root Element is missing.		Change service logon of service using below steps: <ul style="list-style-type: none"> a. Open path "Control Panel\All Control Panel Items\Administrative Tools" b. Open Services" and choose services "Mantra AVDM" and "Mantra AVDM Helper" c. Right click on each server and go to property → Logon → This Account d. Enter username and password and restart each service. e. Connect device and check it.
Error "AVDM Service not shown"	Mantra RD Service	Mantra AVDM Service Not shown in Service folder.	Unable to install RD service in Windows Home basic and Windows Single User operating system. Like windows 7,8,10.	RD service is not supporting windows home basic and single user mode as OS features are limited to this editions.
Error "Restart Required several Times"	Mantra Rd Service	Services Restart Required after few days of installation.	We required Restart services after installation of few days. Please try to resolve this issue asap.	Kindly ellobroate the reason/error
Error "521"	Mantra Rd service	When RD Service reinstall to Formatted System.	When reinstall Mantra RD service setup after formated system, we get an error in front end "operator authorisation failed" but in log it shows "521" error code.	If new device registered, then UIDAI mirroring server will take 5 to 24 hours for device reflected in its all server. So it is requested to registered device one day prior before use it.

<p>Error "2100"</p>	<p>Mantra Rd Service</p>	<p>Could not connect to vendor server.</p>		<p>Below are the possibilities:</p> <p>May user having no internet connectivity.</p> <ol style="list-style-type: none"> a. May user using proxy setting for internet access. If yes then add proxy to "Internet Explorer Browser" and change service logon from local system to user account as mentioned earlier into this document. b. May user network having blockage policy. This this case below IPs, port, domain and its all subdomain will be allowed in inbound and outbound rule in firewall or gateway. <p>Primary Server IP: 45.119.11.66 Secondary Server IP: 45.119.11.67 DR Server: 27.54.160.80 Domain: *.aadhaardevice.com Port: 443</p>
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