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# Failed to establish connection to the server . kindly restart the emsigner

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kishan (Hardware Tech.) June 2017

Simple in 3 clicks and easy solution for firefox browser and chrome browser.

But you should **close and restart the Browser once** after applying url into secure.

also close **USER account** (windows) and must logon to **Administrator account** (windows).

see this **video** to resolve the problem.

[https://youtu.be/Bfqf\\_sEDnGQ](https://youtu.be/Bfqf_sEDnGQ)

thankyou

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• [Amol Tonpe](#) [06 July 2017](#)

i was Problem in digital signature validation in c form

what can i do



• [SURJEET SINGH](#) (ACCOUNTANT) [07 July 2017](#)

see video may it can solve your problem

<https://www.youtube.com/watch?v=9JCOBUGqCiM&t=14s>



• [Srin Blore](#) [13 July 2017](#)

Try all the solutions given, if it still doesn't work choose another computer (if available) and register.....I wasted 3 hours and then used another laptop and I was able to register



• [Srin Blore](#) [13 July 2017](#)

Try all the solutions given, if it still doesn't work choose another computer (if available) and register.....I wasted 3 hours and then used another laptop and I was able to register

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• SURJEET SINGH (ACCOUNTANT) 13 July 2017

ME TOO HAD SAME PROBLEM

SEEN THIS VIDEO THAT HELPED ME SOLVE THIS PROBLEM

<https://www.youtube.com/watch?v=9JCObUGqCiM>

TRY MAY BE YOUR PROBLEM COULD ALSO BE FIXED

• Shijoy (Commercial Tax Inspector) 18 July 2017

Lot of calls are coming still the problem exist.after setting the address in 'Add Exception column."

The only solution is that please **UNINSTALL** your **old version** emsigner first. If any DSC token softwares- ePass, TrustKey etc- installed it also should be **uninstalled**. Download **latest version 2.6** from

<https://tutorial.gst.gov.in/installers/dscemSigner/emsigner-2.6.msi>

<https://www.gst.gov.in/help/docsigner>

Restart the computer. Restart your emSigner as "Run as Administrator " mode by right clicking the emSigner icon in desktop and selecting the menu. Your icon name will be changed to 'emSignerGSTN' ( Earlier version it was 'emSigner'. only ). In earlier version the port was **1645**. But in latest version you can see the port has been **changed to 1585**. You can see the port by double clicking the emSigner icon on the system tray.

Then try to install your DSC by inserting your key to the usb port. Install the DSC software- ePass, Trustkey etc. (earlier we have uninstalled it.)

Then run the signing.

Still the problem exist try my steps in my earlier post on this topic in this forum by replacing the web address (ie <http://127.0.0.1:1645>) for add exception in Java with new address <http://127.0.0.1:1585>

Restart the computer. Then restart emSignor. Use the token

Again the problem shows in Chrome and Mozilla Firefox. Try another good browser "**Securebrowser**" in your PC. This 'securebrowser' can be download from the following links



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[http://filehippo.com/download\\_secure-browser/](http://filehippo.com/download_secure-browser/)

<https://secure-browser.en.softonic.com/>

Regards

Shijoy James



• [Krishnan Narayanaswamy](#) (CFO) [18 July 2017](#)

Solution given by Shijoy sir is the best solution. This really really works.



• [Shijoy](#) (Commercial Tax Inspector) [19 July 2017](#)

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Regards

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