

D. SIGN SOFTECH PVT. LTD.

User Guide Version 1.3

Abstract

This document describes the procedure for solving most of the common issues while working with Digital Signature Certificates in USB Tokens

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(Please Note that we are not responsible if you delete your certificate in USB Token by your any act while following this guide. So do not click on any option which lead to initialize or format of your DSC in USB Token)

A. Basic System Requirements for USB Tokens to work properly in any PC.

1. Operating System

- i. Windows XP Service Pack 3 (If you have Service Pack 2, then please update it to SP 3)
- ii. Windows Vista
- iii. Windows 7
- iv. Windows 8.
- 2. Browser
 - i. Internet Explorer 7, 8, 9 or 10.
 - ii. USB Tokens might not work on IE 11, Google Chrome and Mozilla Firefox
- 3. Adobe Reader (for MCA Forms)
 - i. Adobe Reader 9.0 and Above
- 4. Java Version
 - i. Latest Java version should be installed in your system. At present it is JRE 7 update 65.
- 5. Administrator User
 - i. Always use Administrator User and not limited user while working with USB Tokens.
- 6. USB Token Driver
 - i. Check whether you have installed correct USB Token driver and is it working properly?
 - ii. It does not matter whether you have Auto USB Tokens or not, all tokens need drivers to be installed to work on any PC. Auto USB Tokens just means that driver will automatically install when you plug them into USB port in your system.
- 7. Date and Time of your System
 - i. Do check that your system Date and Time is correct.

B. How to check whether your PC met Basic System Requirements?

- 1. How to check which Operating System is installed in your PC?
 - i. Click Start > Run (Windows Key + R)
 - ii. In the Run dialog box, type winver
 - iii. Click on Ok
 - iv. A dialog box will display the version of your windows.

		About Windows
E	Run ×	Windows 8
<u>O</u> pen:	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you. winver	Microsoft Windows Version 6.3 (Build 9500) (© 2013 Microsoft Corporation. All rights reserved. The Windows 8.1 Pro operating system and its user interface are protected by trademark and other pending or existing intellectual property rights in the United States and other countries/regions.
	OK Cancel <u>B</u> rowse	This product is learned under the <u>Microsoft Software License</u> Terms to: akashgarg@hotmal.co.in

OR

Right click on "My Computer/ This PC" and click on properties. You can check your windows full details.

2. How to check your Internet Explorer version?

- i. Open Internet Explorer in your system.
- ii. Go to Help Tab > About Internet Explorer (or Press Alt + H + A).



3. How to check Adobe Reader, JAVA version?

- i. Go to Control Panel > Uninstall a Program or Add or Remove Program.
- ii. List will be populated of installed software in your system.
- iii. Search for required software version there.



4. How to check whether you are using Administrator User?

- i. Go to Control Panel > User Accounts
- ii. All users of your system will be listed.
- iii. There you can see if you are an Administrator User or Limited User. USB Tokens will not work properly on limited users.

5. How to check your USB Token driver is installed and working properly?

- i. Insert USB Token in any USB port.
- ii. Wait for a while till computer recognizes and reads your USB Token.
- iii. Now open Internet Explorer Browser.
- iv. Go to Tools > Internet Options (or just press Alt + T + O)
- v. Navigate to Content Tab > Certificates.
- vi. If you can see your Digital Signature Certificate name here, then your USB Token is working fine. Otherwise install your USB Token driver first and then proceed with this point again.

		Internet Optior	IS	? ×	
Gen	eral Security	Privacy Content Connec	tions Pro	grams Advanced	
Fa	mily Safety — Contro be view	l the Internet content that ca wed.	in 🛞	Eamily Safety	
Ce	rtificates	rtificates for encrypted conne	ections and	identification.	
		Certificate	S		2
tended p	urpose: </td <td>All></td> <td></td> <td></td> <td>J</td>	All>			J
Personal	Other People	Intermediate Certification Au	Ithorities	Trusted Root Certification	• •
Personal Issued	Other People	Intermediate Certification Au Issued By	uthorities	Trusted Root Certification	• • •
Personal Issued	Other People To sh Garg	Intermediate Certification Au Issued By Akash Garg	Expiratio	Trusted Root Certification Friendly Name 14 <none></none>	• •
Personal Issued	Other People To sh Garg	Intermediate Certification Au Issued By Akash Garg e-Mudhra Sub CA for	Expiratio. 23/02/20 05/02/20	Trusted Root Certification Friendly Name 14 <none> 15 <none></none></none>	•





C. Common Problems and Solutions – Using DSC Offline!

1. ePass 2003/ 2003 Auto USB Token not recognising in your system.

<u>Reasons:</u> a) ePass 2003 Driver for the USB Token is not installed properly.b) Some services may not be running in your system.

Suggestions: a) Reinstall ePass 2003 Driver.

- Uninstall epass driver from Control Panel and install it again.
- <u>Click here to download latest ePass 2003 driver.</u>
- Select *Microsoft CSP* instead of Private CSP.

b) Verify that all below required services for token is started and working fine.

- Smartcard Services
- Cryptographic Services
- Certificate Propagation Services

Open the Run Prompt (Window Key + 'R') and enter services.msc, Right Click on above mentioned services and select restart.

2. Microsoft CSP option is not enable during installation of epass 2003 driver.

<u>Reason:</u> a) This occurs generally in XP windows system due to missing of a patch or a file.

Suggestions: a) You need to install a patch before you install ePass 2003/2003 Auto driver.

- For 32 Bit systems <u>Click here to download</u>
- For 64 Bit systems <u>Click here to download</u>

(You can check your system bit using following link http://support.microsoft.com/kb/827218)

- Now install ePass 2003 setup with Microsoft CSP option.
- 3. ePass2003 is detected by the system whereas ePass2003Auto is not detected.

<u>Reasons:</u> a) System may be recognizing both drivers, for ePass2003 & ePass2003Auto, as different driver.

Suggestions: a) Follow below steps:

 Click on Start button go to Run and type devmgmt.msc for opening Device Manager.



- In the console tree find the epass2003Auto, right click on it and select uninstall.
- Remove the token and reconnect it, system will automatically recognizes the driver and the drivers will be installed successfully in the system.
- 4. "Microsoft Cryptographic Service Provider reported an error" message in PDF files.

This error may face in Adobe Acrobat Reader Version 9.0 and above, this is error of Adobe Acrobat and not of USB Tokens.

<u>Reasons:</u> a) System Cryptographic Services are not working properly.

b) Respective Adobe security patch is not installed in the System.

<u>Suggestions:</u> a) Reinstall ePass 2003 driver while selecting Microsoft CSP during installation.b) Rectify your improper Adobe installation, follow below steps:

- Uninstall the current installation of Adobe Acrobat Reader from your computer, any version.
- Install the Adobe Acrobat Reader setup from <u>this link</u>.
- Once you finish installation, open the Adobe Acrobat Reader, accept the License Agreement.
- You will receive a message "Security Update Available" click on YES.
- This will install Adobe Acrobat Security Update in your Acrobat Reader and you will not face the above error.
- Now you can update your computer to higher version of Adobe Acrobat Reader from Help Menu > Check Update.

5. DSC selected in PDF forms but nothing happens when click on Sign button.

<u>Reasons:</u> a) You are not using Administrator User.

b) There is some issues with Adobe Reader version.

<u>Suggestions:</u> a) Contact your IT Administrator and log into Administrator User and then try to sign PDF Files.

b) Uninstall all adobe readers and adobe acrobat installed in your system and follow suggestion stated in Point 4 (b) above.



- 6. Even after successful installation of ePass Driver, DSC is not showing in PDF forms.
 - <u>Reasons:</u> a) You Might have open PDF form before inserting USB Token in PC.b) Some files of ePass 2003/ 2003 Auto driver still missing in your PC.
 - Suggestions: a) Close all PDF forms. Insert USB Token. Wait till your system recognizes it and shows a small popup message in taskbar. Now open your PDF form.
 b) Follow below steps if you are seeing below window even after you have waited a while after inserting USB Token in the system.

🔉 Feitian PKI Manager - ePass2003 – 🗆 🗙					
Welcome to Feitian PKI	Login				
		Impo <u>r</u> t			
		Export			
	Hide Details-> 💌	Delete			
Field	Value	Change User <u>P</u> IN			
		Change <u>T</u> oken Name			
		Certificate ⊻iew			
		E <u>x</u> it			

Now Close this window and do not remove the USB Token from your PC.

Now this may be tricky one for you. The procedure to solve this issue is quite different, so suggest you to follow our instructions very carefully.

- Click on Start button go to Run and type devmgmt.msc for opening Device Manager.
- In the console tree find the "MicroSoft Usbccid Smartcard Reader (WUDF)" or "epass2003Auto" or "ePass2003" under other devices group, right click on it and select update driver.





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• The following window will appear.

Hardware Update Wizard	
	Welcome to the Hardware Update Wizard
	This wizard helps you install software for:
	ePass2003Auto
	If your hardware came with an installation CD or floppy disk, insert it now.
	What do you want the wizard to do?
	 Install the software automatically (Recommended) Install from a list or specific location (Advanced)
	Click Next to continue.
	< Back Next > Cancel

Select Install from a list or specific location (Advance) Option and Click on Next.
 The following window will appear.

2	lease choose your search and installation options.
	 Search for the best driver in these locations. Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed. Search removable media (floppy, CD-ROM) Include this location in the search: F: Browse
	O Don't search. I will choose the driver to install. Choose this option to select the device driver from a list. Windows does not guarantee to the driver you choose will be the best match for your hardware.
	K Back Next > Cancel

- You have to select the Options as you can see in red box in the image above. Then Click on Browse button.
- After Clicking on Browse button, following window will appear.

Besktop	1
🗄 🚞 My Documents	
🖃 😼 My Computer	
🗈 🔩 31⁄2 Floppy (A:)	
🖃 🥯 Local Disk (C:)	
🗄 🚞 Documents and Settings	
🖃 🚞 Program Files	
🗉 🧰 Adobe	
🗉 🚞 Beetel Connection Manager	
🗉 🚞 Common Files	
ComPlus Applications	
🗉 🧰 Corel	
🖃 🧰 Feitian	1
🖃 🧰 ePass2003	I
CCID	I
🗀 iang	Ľ
🕖 🗈 🖿	1
To view any subfolders, click a plus sign above.	



- Now you have to search for the following path as shown in above image.
- My computer > C:\ Drive > Program Files > Feitian > ePass2003 > CCID.
- Then click OK. The following window will appear. Now Click on Next.

Hardware Update Wizard
Please choose your search and installation options.
 Search for the best driver in these locations. Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed. Search removable media (floppy, CD-ROM)
Include this location in the search: C:\Program Files\Feitian\ePass2003\CCID Browse Browse
Choose this option to select the device driver from a list. Windows does not guarantee that the driver you choose will be the best match for your hardware.
< Back Next > Cancel

• Now the following windows will appear and your system will automatically do all the necessary settings.

Hardware Update Wizard	Hardware Update Wizard
Please wait while the wizard searches	Please wait while the wizard installs the software
ePass2003Auto	USB Smart Card reader
<u>S</u>	6
< Back Next > Cancel	< Back Next> Cancel

After this, the Hardware update wizard will finish and following window will appear.
 You will be prompted to install a certificate of CA, please install it by clicking YES button and do not cancel it.





• Click on Finish to complete the procedure. Now in the below image you can see that, the yellow question mark symbol disappears and USB Smart Card Reader is now successfully configured in your system.



- Your problem must be resolved and now you can also see your DSC in Internet Explorer and ePass2003 Software also.
- You will also be prompted for Change user pin as below:



We suggest you not to change it as in any case if you forget your PIN then your USB Token will be blocked after entering wrong PIN 10 Times. Then you will have to send it to us for unblock if possible.

Also do not initialize the USB Token ever in ePass 2003/ ePass 2003 Auto software as it will delete and format your USB Token permanently and we do not have the backup for it. In that case you have to apply for new one with same procedure as you have followed before.



D. Common Problems and Solutions – Using DSC Online!

1. MCA website issues!

i. Your CA is not trusted.

- *<u>Reasons:</u>* a) This Notification comes when Root Chain is not installed in system.
 - b) Browser settings are not proper.
 - c) Java settings are not proper.
- *Suggestions:* a) Install Root chain Certificates, follow below steps:
 - <u>Click here</u> to download All Root Chains.
 - Right Click it and click on install. Finish the process.
 - b) <u>Click here</u> for Browser Settings.
 - c) <u>Click here</u> for JAVA Settings.
- ii. Application Blocked by Security Setting or Application cannot be run.

iii. JAVA Applet is not started or initialized.

- <u>Reasons:</u>a) System settings do not allow downloading of the required java applet.b) Old JAVA version is installed in your system.
 - c) Improper Browser Settings
- <u>Suggestions:</u> a) <u>Click here</u> for JAVA Settings.

b) <u>Click here</u> for Browser Settings.

- iv. Other MCA errors MCA's user guide.
 - "Your Certifying Authority (CA) is not trusted. Please use a trusted CA".
 - "User Id against this Digital Certificate already exists."
 - "Your certificate has been revoked."

Click here to view User guide issued by MCA for the above issues

- v. "File Signing Failed" due to space (or) special characters.
 - <u>Reasons:</u> a) if chosen file has special characters like (& # @).
 - <u>Suggestions:</u> a) Remove the special characters from the file name and start uploading it.





2. DVAT (Sales Tax) website issues!

<u>Suggestion:</u> For any DVAT related issues like registering DSC on DVAT and digitally signing DVAT Returns, please <u>click here</u> to download complete detailed PDF issued by DVAT department.

3. Income Tax efiling website issues!

<u>Suggestion:</u> For any Income Tax efiling related issues like registering DSC filing Returns, please <u>click here</u> to download complete detailed PDF issued by Income Tax department.



E. JAVA Settings!

- 1. Firstly check which versions of JAVA are installed in your system.
- 2. Open Control Panel > Add/remove program or Uninstall a program.
- 3. A list will open in a dialog box.
- 4. Search for all Java Versions installed in your system.

Programs and Features					
Panel					
Uninstall or change a program					
To uninstall a program, select it from the list and then	click Uninstall, Change, or Repair.				
Organize 👻 Uninstall					
Name	Publisher	Installed On	Size	Version	
🙆 Intel® AT Service signup	Intel Corporation	09/10/2012	375 KB	2.0.0.3	
🖹 Intel® Control Center	Intel Corporation	05/11/2013	1.46 MB	1.2.1.1008	
😹 Intel® Management Engine Components	Intel Corporation	05/11/2013	20.4 MB	8.1.0.1252	
🔁 Intel® Rapid Storage Technology	Intel Corporation	06/11/2013		12.8.0.1016	
Intel [®] SDK for OpenCL - CPU Only Runtime Package	Intel Corporation	05/11/2013		2.0.0.37149	

Java(TM) 7 Update 5 (64-bit)

🕌 Java 7 Update 51

5. If there is more than one JAVA installed, **remove all JAVA versions** from your system by uninstalling all of them.

05/11/2013

23/06/2013

09/10/2012

05/11/2013

129 MB 7.0.510

7.0.50

14.0.0.4651

95.0 MB

- 6. After uninstalling all old java versions, download and install latest java version of 32 bit. It does not matter if your system is 64 bit. At present latest JAVA is JRE 7 update 65.
- 7. For all versions of JAVA, visit our website <u>www.dsignsoftech.com</u> > Softwares.

Oracle

Oracle

Kaspersky Lab

- 8. Then restart your system.
- 9. After restart, open Java in control panel.
- 10. Double Click on Java (32-bit) icon. A dialog box will appear





11. Click on Java Tab > View button.

Seperal 1	Indate Java	Ja Security Adva	ava Control Panel	-	
View and	manage Java	a Runtime version	s and settings for Java ap	plications and applets.	w
4		Java Runti	me Environment Se	ettings	×
User Sys	tem				
Platform	Product	Location	Path	Runtime Parameters	Enabled
1.7	1.7.0_65	http://java.s	C:\Program Files (x86		
			Find	Add	Remove
				ОК	Cancel
			(OK Cancel	Apply

12. You must see latest java version in the list. It should be enabled.

(If you still see more than one Java version or old Java versions, then you might not have uninstalled all Java Versions completely. So suggest you to repeat point no 6 again carefully.)



- 13. Click OK and now click on Security Tab. "Java Content in the browser" should be enabled and Drag security level to medium.
- 14. You can also add the name of website that you are using with DSC in "Edit Site List..." option.
- 15. Click on Restore Security Prompts. Click Apply and OK.



16. Your JAVA settings are now done!



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F. Browser Settings.

Settings have to be done in **Internet zone** and **Trusted zone** both. Please follow this step completely to resolve all of your browser related issues.

- 1. Open internet explorer.
- 2. Open Internet Options in Tools menu (or simply press Alt+T+O)
- 3. Go to security Tab.
- 4. Click on custom level.

Internet Options ? ×				
General Security Privacy Content Connections Programs Advanced				
Select a zone to view or change security settings.				
🕘 🔩 🗸 🚫				
Internet Local intranet Trusted sites Restricted sites				
Internet				
This zone is for Internet websites, except those listed in trusted and restricted zones.				
Security level for this zone				
Custom Custom settings. - To change the settings, click Custom level. - To use the recommended settings, click Default level.				
✓ Enable Protected Mode (requires restarting Internet Explorer)				
Custom level Default level				
Reset all zones to default level				
OK Cancel Apply				





- 5. Now scroll down to ActiveX controls and plug-ins.
- 6. Set all ActiveX controls and plug-ins options as selected in screenshots below.





7. Now Scroll down to Scripting options in same dialog box and set all as below:

Security Settings - Internet Zone	×
Settings	
	-
Scripting	'
Enable	
O Prompt	
Allow Programmatic dipboard access	
○ Disable	
Enable	
Prompt	
Allow status bar updates via script	
 Disable 	
O Enable	
Allow websites to prompt for information using scripted winds	
Scripting of Java applets	
O Disable	
Enable	
O Prompt	
& User Authentication	
& Logon	
Anonymous logon	
Automatic logon only in Intranet zone	
Automatic logon with current user name and password	
Prompt for user name and password	
< >	
*Takes effect after you restart your computer	
Reset custom settings	
Reset to: Medium-high (default) V Reset	
OK Cancel	

- 8. Now Press OK.
- 9. Click Yes to the Warning Message "Are you sure to change the security settings for this zone", if prompted.
- 10. Click on Apply Button.



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- 11. Now Select Trusted Sites.
- 12. Un-tick Enable Protected Mode option.
- 13. Then click on Sites Button.





- 14. Here, Firstly un-tick "Require server verification (https:) for all sites in this zone" option.
- 15. Then add the full name of website where you are using your Digital Signature Certificates and Click Add Button. Then close this box.

	Trusted sites
	You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
	Add this website to the zone:
	http://www.mca.gov.in
/	Websites:
	https://*.incometaxindiaefiling.gov.in <u>Remove</u>
	https://sol.du.ac.in
	https://usercenter.ncodesolutions.com
	Require server verification (https:) for all sites in this zone
	Close







- 16. Click on custom Level Button.
- 17. Scroll down to ActiveX controls and plug-ins again.
- 18. Set all ActiveX controls and plug-ins options as selected in screenshots below.

Security Settings - Trusted Sites Zone		×
Settings		
ActiveX controls and plug-ins Allow ActiveX Filtering	^	
Disable		
Enable Allow goestimus discussion of Antime V and the later without and a structure of the second		
Allow previously unused Activex controls to run without prom		
Allow Scriptlets		
O Disable		
Enable		
O Prompt		
Automatic prompting for ActiveX controls		
 Disable 		
Enable		
Binary and script behaviors	^	
Administrator approved		
Enable Display wides and asimation on a websage that does not use		
Display video and animation on a webpage that does not use		
Download signed ActiveX controls		
 Disable 		
Enable		
O Prompt		
Download unsigned ActiveX controls		
 Disable 		
Enable		
O Prompt		
Initialize and script ActiveX controls not marked as safe for second script ActiveX controls not marked script Active	۸	
○ Disable		
Enable		
Prompt Only allow approved demains to use AstiveX without assess		
Only allow approved domains to use ActiveX without prompt		
Run ActiveX controls and plug-ins		
Administrator approved		
O Disable		
Enable		
O Prompt		
Run antimalware software on ActiveX controls		
Disable		
Enable		
Script ActiveX controls marked safe for scripting*		
() Disable		
Enable		
O Prompt		



19. Now Scroll down to Scripting options in same dialog box and set all as below:

	Security Settings - Trusted Sites Zone	
ettings		
Corint	ing	
Script	ing stive estimation	$^{\circ}$
2 A		
	Enable	
	Promot	
A	low Programmatic diphoard access	
20) Disable	
2) Enable	
č	Promot	
A 1	llow status bar undates via script	
) Disable	
ē) Enable	
s a	llow websites to prompt for information using scripted windo	_
) Disable	
Ì	Enable	
🗐 E	nable XSS filter	
) Disable	
0) Enable	
🗐 S	cripting of Java applets	
) Disable	
0) Enable	
0) Prompt	
🔏 User /	Authentication	
😹 Lo	ogon	
C C) Anonymous logon	
9	Automatic logon only in Intranet zone	
9) Automatic logon with current user name and password	
C) Prompt for user name and password	~
<	>	
*Takes eff	ect after you restart your computer	
eset custo	m settings	
eset to:	Medium (default) M Reset	
	Reset	
	OK Canc	el

- 20. Now after doing all setting as shown in images above, click on OK
- 21. Click Yes to the Warning Message "Are you sure to change the security settings for this zone", if prompted.



22. Now Finally Click on Apply and then OK.



Now you have to restart you system again and hopefully ALL of the issue regarding non-working of any USB token is resolved now.

Email us with screenshots of your problem if it still persists or Contact us with full details of your Digital Signature Certificates ready when you call us.

-Thank You---Feedback and Suggestions are appreciated-----End of the Document---

