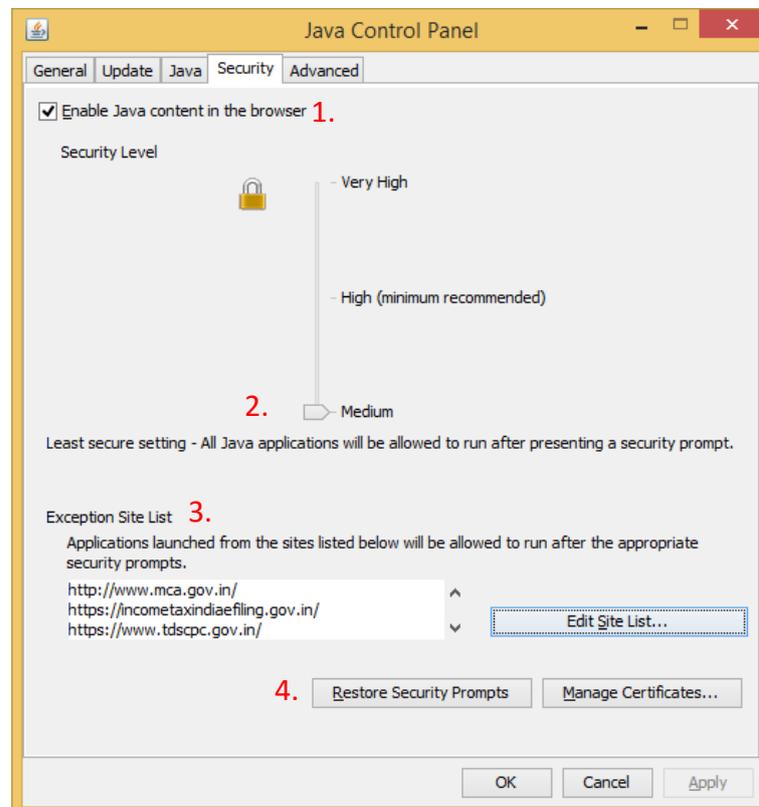




# D. Sign Softech Private Limited

## Pre-requisite for working of DSC in USB Tokens

S. No	Check Settings	Required Settings	Actions Required/Remarks
1.	OS Platform	Windows	MCA, Income Tax, VAT, TDS sites does not supports MAC iOS Safari Browser. However USB Tokens work on MAC for PDF file signing in Adobe.
2.	Browser	Internet Explorer	Preferable IE 8 and above
3.	JAVA	As per requirement <i>(Java 8 Update 91-32 Bit supports most of the applications. Click Here to download)</i>	For MCA, Income Tax, TDS, VAT, PF always install Java 32 bit version only even if your system is 64 bit. <a href="#">Click Here for latest Java.</a>
4.	Active X Settings	Multiple settings	Download and run this batch file, all settings will be done automatically. <a href="#">Click here to download.</a> <b>Run it as Administrator Only.</b>
5.	Token Driver	Install latest Token Drivers <i>(Note: Select Private CSP for Win 7 and above and Microsoft CSP for Win XP.)</i>	> ePass 2003/ Auto ePass 2003 > e-Token Pro 72K <a href="#">for 32 bit</a> ; <a href="#">for 64 bit</a> > Trust Key > Gemalto <a href="#">for XP</a> ; <a href="#">for Others</a>
6.	Java Settings	1. Tick Enable Java in Browser 2. Security Level-Lowest available 3. Add to Exception Site List 4. Restore Security Prompts	> Run Java batch file <b>as Administrator</b> for auto settings. <a href="#">Click here to download.</a> > Verify those settings with below image. > Open Control Panel > Java > Security Tab.



**Note: If using Quick Heal, then add JAVA Folder and Token driver Folder to its exception list in Quick Heal Antivirus Files & Folders Settings and disable Sandbox.**



## Most Common Technical Issues with their cause and resolutions

S. No.	Issue	Cause	Resolution
1.	Insert Smart Card box appears multiple times and you have to press cancel button several times to select your certificate.  OR Name does not shows while selecting DSC.	This happens due to presence of multiple expired, corrupt certificates files in Internet Explorer.	<ul style="list-style-type: none"> <li>&gt; Firstly, Remove your USB Token from system</li> <li>&gt; Press Windows Key + R (Open Run)</li> <li>&gt; Type <b>CERTMGR.MSC</b> Press Enter</li> <li>&gt; Click &amp; open Personal Folder</li> <li>&gt; Click &amp; open Certificate Folder</li> <li>&gt; Delete <b>expired, old</b> certificates only.</li> <li>&gt; If these are useful for you, then Cut &amp; paste them in Other People folder.</li> <li>&gt; Insert your new USB Token again.</li> </ul>
2.	Not able to select Microsoft CSP in Win XP.	Some files missing in Old system.	Install a patch file (.exe file) <a href="#">&gt; For 32 Bit</a> <a href="#">&gt; For 64 Bit</a> Now run ePass 2003 Setup again.
3.	Cryptographic Error in Adobe while signing PDF or not able to select Certificate.	You have not updated Adobe security level when prompted.  <b>OR</b> System Cryptographic Services are not working properly.	<ul style="list-style-type: none"> <li>&gt; Uninstall All adobe reader/ adobe acrobat versions.</li> <li>&gt; Install latest Adobe reader/ acrobat.</li> <li>&gt; Click Yes when prompted for "Security Update Available".</li> <li>&gt; <a href="#">Use this link to download Adobe.</a></li> </ul> <b>OR</b> <ul style="list-style-type: none"> <li>&gt; Reinstall latest ePass 2003 Token Driver and select Microsoft CSP during installation.</li> </ul>
4.	Cannot read file for signing - Income Tax.	Wrong Internet Settings	<ul style="list-style-type: none"> <li>&gt; Do Settings as per Point 4 and Point 6 on Page 1.</li> </ul> <b>OR</b> <ul style="list-style-type: none"> <li>&gt; Keep your xml file in "C:\fakepath\"</li> </ul>
5.	Not able to read DSC or Invalid Digital Signature or Key does not exists, while uploading xml.	Several Reasons as below: <ul style="list-style-type: none"> <li>&gt; Quick Heal Antivirus blocks it</li> <li>&gt; Browsing Sand box is enabled</li> <li>&gt; Token not detected properly</li> <li>&gt; dll file deleted by antivirus</li> <li>&gt; USB Port not working properly</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Add Token software, JAVA, dll files as exception in antivirus</li> <li>&gt; Re-install Token driver for dll files</li> <li>&gt; Disable Sandbox</li> <li>&gt; Try different USB Ports</li> <li>&gt; Update Adobe Security</li> </ul>
6.	<ul style="list-style-type: none"> <li>&gt; Invalid PAN</li> <li>&gt; Email does not match In Income Tax site</li> </ul>	Principal contact details not correct in profile settings.	<ul style="list-style-type: none"> <li>&gt; Login at income tax portal</li> <li>&gt; Change Profile settings as per DSC</li> </ul>
7.	Not able to select DSC at MCA portal	You might have installed 64 bit JAVA version in 64 bit Windows	<ul style="list-style-type: none"> <li>&gt; MCA work properly on 32 bit JAVA only. Install 32 bit JAVA JRE 8u91.</li> <li>&gt; Do Settings as per Point 6 on Page 1.</li> </ul>
8.	CA not trusted	Root certificates missing. OR Token driver not installed properly	Download, Right Click and <a href="#">Install this file</a> . OR Re-install Latest ePass Token driver with Private CSP.



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## FAQ to limit the PDF file size while affixing the DSC

**Q.1. The size of the e-form increases significantly after attaching the DSC. What should be done to optimize the PDF file size?**

**Ans.** Please follow the below instructions to limit the increase in PDF file size while affixing the Digital Signature Certificate (DSC).

1. Open any PDF file or right click any PDF file.
2. Select Edit > Preferences. The Preferences window is displayed.
3. Select Category: Signature. The Digital Signatures section is displayed.
4. Click “More” button under the Creation & Appearance section.
5. Uncheck “Include signature's revocation status” option.

**Note** – The above change in preference settings is specific to each client desktop.