Pro Guide 2023   Version v1.0

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User Common Technical Issue's and solution

1. **System requirements for Income tax portal.**
   I.   Install and run embridge. URL for embridge https://embridge.emudhra.com/
   II.   Install token driver.
   III. Install java https://www.java.com/en/download/
   IV. Use chrome browser and enable (Allow invalid certificates for resources loaded from localhost). Step to enable - chrome://flags/ please enable and restart your browser.

2. **System requirements for MCA portal.**
   I.   Install and run emsigner. URL for emsigner https://www.mca.gov.in/dsc/MCAemSigner.zip
   II.   Install token driver.
   III. Use chrome browser and enable (Allow invalid certificates for resources loaded from localhost). Step to enable - chrome://flags/ please enable and restart your browser.

3. **System requirements for GST Portal.**
   I.   Install and run GST Signer. URL for GST Signer https://tutorial.gst.gov.in/installers/dscemSigner/GSTSigner-v2.8.msi
   II.   Install token driver.
   III. Use chrome browser and enable (Allow invalid certificates for resources loaded from localhost). Step to enable - chrome://flags/ please enable and restart your browser.

4. **System requirement for Traces Portal.**
   I.   Install and run Traces Signer.
   II.   Install token driver.
   III. Use chrome browser and enable (Allow invalid certificates for resources loaded from localhost). Step to enable - chrome://flags/ please enable and restart your browser.

5. **System requirements and browser settings for ICEGATE Portal.**
   I.   Install java https://www.java.com/en/download/
   II.   **Java settings –**
      a. Go to Java Setting or (Type "Java Configure on your windows search box from Desktop") on your system and click on security TAB.

b. Now Add Site https://www.old.icegate.gov.in/ in Exception Site List.
c. Now Add Site https://ncode.in in Exception Site List. Click on Apply and ok button.

III. Browser settings for Internet explore
a. Open https://www.old.icegate.gov.in/
b. Go to Tools > internet options > Security > Trusted Sites > Sites > Add https://www.old.icegate.gov.in this URL and https://ncode.in
c. Go to tools > Compatibility View Settings > Add icegate.gov.in and ncode.in

Refresh Browser and try again.

IV. Browser Settings for Microsoft edge. Please use in Internet explorer mode – step for how to use enable Internet explorer mode.
a. Open icegate site.
b. Go to Three dot (Alt + F)on right side > Settings > Set the option as 'Always Recommended' against the parameter 'Let Internet Explorer open sites in Microsoft Edge'
c. Set the option as 'Allow' against the parameter 'Allow sites to be reloaded in Internet Explorer mode' now restart your browser.
d. Go to again Three dot (Alt + F)on right side > Settings > Reload in Internet explorer mode.

6. **System requirements and browser settings for EPFO Portal.**
   I. Install java 241 only https://www.java.com/en/download/
   II. **Java settings –**
   a. Go to Java Setting or (Type "Java Configure on your windows search box from Desktop") on your system and click on security TAB.
   b. Now Add Site https://unifiedportal-emp.epfindia.gov.in/epfo/ in Exception Site List. Click on Apply and ok button.
   e. Please use IE browser or Microsoft edge (Reload in Internet explorer mode).
   III. **Browser settings for Mozilla Firefox –** Firefox version between 45-49.

7. **System requirements and browser settings for all eProcurement Portal.**
   I. Install java https://www.java.com/en/download/
   II. **Java settings –**
   c. Go to Java Setting or (Type "Java Configure on your windows search box from Desktop") on your system and click on security TAB.
   d. Now Add Site "website URL there you have work" in Exception Site List. Click on Apply and ok button.
   III. Please use IE browser or Microsoft edge (Reload in internet explorer mode)

8. **CCA Chain validation showing false on any portal when using DSC.**

Ans. Please import Root certificate as per your DSC issuer company. Like your DSC is ProdigiSign CA then download Root certificate from https://prodigisign.com/repositories/ here and import in token or you can install in system after that issue will be resolve.

9. **DSC not showing on RTO (e-Vahan) portal.**

Ans. Please install DSC signer as per system configuration. Use this URL for download DSC Package –

https://www.mediafire.com/file/toia3w9w1zndoeu/DSC_Package.rar/file

Please install java from DSC package.

PDF file signed by Icegate but signature showing invalid when open file in chrome.

Ans. please open file in adobe reader there will be showing verified because Adobe Reader have rights to verify signed file. Chrome has no permission to verify PDF sign.

10 DSC showing revoked in token.

Ans. Please make sure your system date time is correct if not then do the same. After this showing same then contact your DSC issuer company.

11 DSC not showing on EPFO portal.

Ans. Please import Root certificate as per your DSC issuer company. Like your DSC is ProdigiSign CA then download Root certificate from https://prodigisign.com/repositories/ here and import in token or you can install in system after that issue will be resolve.

12 When import encryption file in epass token then showing RSA 1048 error.

Ans. Please update the token driver and try again.

13 System requirements and browser settings for IP India (Trademark) Portal.
I.   Install java https://www.java.com/en/download/
II.   Install Capicom.dll file. Capicom URL
      https://mksy.up.gov.in/women_welfare/pdf/DSC_guide.pdf
III. Step to install capicom.dll visit this URL
      https://ipindiaonline.gov.in/trademarkefiling/UsefullDownloads/DSCManual.pdf
IV.   Install Token driver.
V.   Use only IE browser or Microsoft edge (Reload in internet explorer mode).

14 System requirements and browser settings for shram suvidha Portal.
I.   Install java https://www.java.com/en/download/
II.   Go to Java Setting or (Type "Java Configure on your windows search box from Desktop")
      on your system and click on security TAB.
III. Now Add Site http://registration.shramsuvidha.gov.in in Exception Site List.
IV.   Now Add Site http://return.shramsuvidha.gov.in in Exception Site List. And click on
      Apply and OK button.
V.   Install token driver.

15 System requirements and browser settings for IREPS portal.
I.   Install java https://www.java.com/en/download/
II.   Install IREPS signer. URL https://www.ireps.gov.in/ireps/pki/IREPSSigner.msi
III. Use only IE browser or Microsoft edge (Reload in internet explorer mode).

IV.   Your DSC should be Class 3 Organization.

16 System requirements and browser settings for Aaple sarkar Portal.

I.   Install java https://www.java.com/en/download/

II.   Install nCode PKI component from Aaple sarkar Portal.

III.   Install token driver.

17 System requirements and browser settings for e-Gram swaraj Portal.

I.   Please follow this PDF.
     http://mppanchayatdarpan.gov.in/Public/Portal/KS/ILVDocument.aspx?ID=59

18 System requirements and browser settings for COO DGFT Portal.

I.   Install java https://www.java.com/en/download/

II.   After that open the Configure Java > Security > Edit Site list and add
     http://14.143.90.243/ then click on OK.

III.   Now open the coo.dgft.gov.in in the Google chrome and then try.

19 System requirements and browser settings for e-Office Portal.

I.   Install java https://www.java.com/en/download/

II.   Download DSC signer. Install and run URL for https://eoffice.gov.in/dsc.php

III.   Install token driver.

20 System requirements and browser settings for Sign PDF file by ICEGATE Portal.

I.   Please follow this URL
     https://www.old.icegate.gov.in/Download/AdvisoryforInstallingPKIComponentfornewsigningutilityforICEGATEUsers.pdf

II.   Install token driver.

Thanks&Regards

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