Welcome to Support Express by –

Shakambaree Technologies Pvt. Ltd.

Introduction:

This document is our sincere effort to put in some regular issues faced by a Digital Signature and USB Token user doing on day-to-day operations of e-Filing or e-Tendering or e-Government portals.

We have listed some commonly faced issues, which will help DSC Resellers, Chartered Accountants and Company Secretaries, as well as actual end users to find easy and handy solutions for the problems they face in real time.

We would be glad to have your feedback and inputs regarding this document to make it more usable and enhanced.

Thanks,

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Contents

"Error in Downloading Certificate"

Reason

1. Root Chain is not installed in system.

2. System is different from the one where the request was generated for digital signature.

3. Certificate enrollment request is deleted or removed from system.

4. Token is not detected or token driver is not installed or are uninstalled from the system.

5. Key Pair is not generated while enrolling for digital signature request or is deleted from the token.

Resolution

1. Install Root chain in system.

2. Make sure you are using the same system from where the request was generated.

3. Open the token manager and Log-in to token to check whether token is detected by system.

4. After Login into the token check whether the key pair is present in it.

"Error in Creating CSR" while Enrolling Certificate Request.

Reason
1. Token is not attached to the system, or is not detected by the system.

2. 'Cryptographic Service provider' is not selected properly.

3. If the token is Aladdin eToken 32K.

Resolution
1. Make sure that the token drivers are installed in the system.

2. Check whether the token is connected to the system, and you are able to login to the token.

3. Do not use SHA1 Compatible tokens, like Safenet iKey or eToken 32K for enrollment.

ePass2003 is Detected by System whereas ePass2003Auto is not Detected

Reason
1. System may be recognizing both drivers, for ePass2003 & ePass2003Auto, as different driver.

Resolution
1. Control Panel > System > Device Manager. In the console tree find the epass2003Auto, right click on it and select uninstall.

2. Remove the token and reconnect it, system automatically recognizes the driver and the drivers will be installed successfully in the system.

"Your CA is not trusted"

Reason	1. This Notification comes when Root Chain is not installed in system or the browser settings are not proper.
Resolution	1. Install Root Chain in system.
	2. Make browser settings as per website guideline.
	3. Check Java version recommended by website.
	4. All new ePass drivers comes with built-in Root Chain, uninstall the older version of driver and install latest drivers, this will automatically install Root Chain of all CAs and SubCAs.

"Application Blocked by Security Setting or Application cannot be run."

Reason

1. System settings do not allow downloading of the required java applet.

Resolution

1. Open Control Panel > Java > Security Tab. Set security level to medium and then click on Edit Site list button. Click on Add Button and add Trusted Site or site URL where you are performing task.

"Fake Path" while signing XML file on Income Tax Website.

Reason

1. Internet Explorer settings are not proper.

2. Internet Explorer version is below 7.

Resolution

1. Internet Explorer version must be above 7.

   a. Open Tools Menu -> Internet option -> Click on Security Tab -> Here first set all security to default zone. Now click on Internet Icon then click on Custom button.

   b. Now 'Reset custom settings' to medium.

   c. Enable all ActiveX controls and plug-ins. If the ActiveX enable setting is (not secured) then select prompt but not disable.

   d. In the User Authentication Logon Section select Automatic logon with current user name and password.

   e. Click on OK and Apply Settings.

   f. Now click on Second Icon Local intranet > Reset this Zone to Low, apply it.

"Invalid Digital Signature Certificate" while Registering or Uploading Return.

Reason

1. Name mentioned in the Digital Signature does not match with the account details.

Resolution

1. Update Profile settings with the details of the person whose digital signature certificate is being used for filling return. Check the Name in Verification Part in XML file or in Pre-paired return.

"Invalid Digital Signature While Login."

Reason

1. Registered certificate does not match with the certificate used for login.

Resolution

1. After renewal of the certificate you need to update it on the respective portal where you are using the certificate for login or for e-tender.

2. Each tender site has different process for registration, please get in touch with respective site Helpdesk.

"The Microsoft Cryptographic Service Provider Reported an Error" while signing MCA PDF

Reason

1. System Cryptographic Services are not working properly or respective security patch is not installed in System.

Resolution

1. If you are countering error "The Microsoft Cryptographic Service Provider reported an error:" in Adobe Acrobat Reader while signing MCA Documents.

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

   >>Here is the link for the solution of the same:

   http://www.charteredinfo.com//DSC/TokenDrivers/AdobeReaderwithSecurityInstallation.zip

   >>Above link is for complete Adobe Acrobat Reader Download with Security Installation prompting to solve above error, details document included in above link, read instructions document carefully before installation.

ePass2003 token is not getting recognized by system

Reason

This problem is very rare and arises because the hardware not compatible with the latest driver version.

Resolution

Please find the folder on the below link:
http://www.charteredinfo.com/DSC/TokenDrivers/Token-Not-Recognized.zip

If the token is not getting detected by Windows or even ePass2003 drivers, please plug in the token in USB port and try running Step 1 and then Step 2 Application from the downloaded folder.

Steps are as follows:

1. Plug In token in USB Port.

2. Run Step 1 - you will get message "Initialize Successfully". (Do not run Step 1 in case there is Certificate in token, Certificate in token will get erased – no issues in case of blank token.)

3. Run Step 2 - and on successful up-gradation of token you will get message Upgraded Successfully.

4. Plug out and Plug in token.

Windows/Drivers will detect the token.

Token is not identifying by system

Reason

1. Token drivers are not installed correctly or services are not running.

2. Policy or Admin Rights issue.

3. Same as Problem No. 10.

Resolution

1. Make sure token driver is installed correctly and you are able to login to the token.

2. Verify that all required services for token is started and working fine.

   These services are:

   Smartcard Services {Manages access to smart cards read by this computer. If this service is stopped, this computer will be unable to read smart cards. If this service is disabled, any services that explicitly depend on it will fail to start.}

   Cryptographic Services {Provides four management services: Catalog Database Service, which confirms the signatures of Windows files and allows new programs to be installed; Protected Root Service, which adds and removes Trusted Root Certification Authority certificates from this computer; Automatic Root Certificate Update Service, which retrieves root certificates from Windows Update and enable scenarios such as SSL; and Key Service, which helps enroll this computer for certificates. If this service is stopped, these management services will not function properly. If this service is disabled, any services that explicitly depend on it will fail to start.}

   Certificate Propagation Services {Copies user certificates and root certificates from smart cards into the current user's certificate store, detects when a smart card is inserted into a smart card reader, and, if needed, installs the smart card Plug and Play minidriver.}.

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

3. Same as Problem No. 10

How to verify whether Smartcard Services is running on system?

To check if the smart card services is running,

1. Press Ctrl+Alt+Del and then click 'Task Manager'.

2. In the 'Windows Task Manager Dialog Box, Click the Services Tab.

3. Click the Name column to sort the list alphabetically, and then type **S**.

4. In the name column, look for **scardsvr**, and then look under the status column to see if the services are running or stopped.

How to restart Smartcard service in System?

To Restart the smart card services,

1. Start > Run > **cmd**, Right Click cmd.exe and then click Run as Administrator.

2. At the command prompt, type net stop **scardsvr**.

3. At the command prompt type net start **scardsvr**.

4. You can use the following command at command prompt to check whether service is running sc **queryex scardsvr**.

Process for reinstall Smartcard Service.

Start > Run > **cmd**. Enter the following commands and validate by enter.

Regsvr32 C:\WINDOWS\system32\scardssp.dll (Enter) > **scardsvr** reinstall and press enter.

How to install Smartcard Reader manually in Windows

Open Control Panel > Systems > Device Manager. Double click other devices; Right click the Smartcard Reader Devices, and click 'Update Driver Software'. In the Update Driver Software window, click "Browse My Computer For Driver Software" and then follow the prompts to locate and install driver. When driver finish installing the Smartcard Reader Device is listed in Device Manager as Smartcard Reader. If the token device already listed in smart card reader same steps can be used for update driver.

System Restore and Driver Rollback Instructions

Option 1:   Backup Your System Using System Restore

System Restore works a lot like the Undo command in Microsoft Word. You can use System Restore to return to your previous driver version if you create a restore point prior to installing the driver. System Restore does not affect your personal data files (such as Microsoft Word documents, browsing history, drawings, favorites, or email) so you won't lose changes made to these files after the restore point is created. Windows XP steps to create a restore point (before installing the new driver):

1. Click Start
2. Point to All Programs
3. Point to Accessories
4. Point to System Tools
5. Click "System Restore"
6. Click "Create a Restore Point" and then click Next
7. Type a name to identify this Restore Point and click Create

To return to this Restore Point, from the same System Restore Wizard select "Restore My Computer to an Earlier Time". Then select the date you created the Restore Point from the calendar in the Select a Restore Point screen. All Restore Points you created are listed by name in the list box to the right of the calendar.

Windows Vista or Windows 7 steps to create a restore point (before installing the new driver):

1. Click Start
2. Click Control Panel
3. Windows Vista: Click System and Maintenance and then System or simply System (in Classic view). Windows 7: Click System and Security and then System.
4. In the left pane, click System Protection
5. On the System Protection tab, Click Create
6. Type a name to identify this restore point and click Create

Option 2:   Roll Back To Your Previous Driver If you install the newer driver without first uninstalling the previous version, you may be able to simply roll back your driver to the previous version using these steps: Windows XP steps to roll back your driver:

1. Click Start
2. Click Control Panel
3. Click Performance and Maintenance and then System (in Category view) or System (in Classic view)
4. Select the Hardware Tab
5. Click Device Manager
6. Double-click on Smart Card Readers
7. Double-click on your token
8. Select the Driver Tab
9. Click on Roll Back Driver

Windows Vista or Windows 7 steps to roll back your driver:

1. Click Start
2. Click Control Panel
3. Windows Vista: Click System and Maintenance and then System or simply System (in Classic view). Windows 7: Click System and Security and then System.
4. In the left pane, click Device Manager
5. Double-click on Smart Card Readers
6. Double-click on your token
7. Select the Driver Tab
8. Click on Roll Back Driver

Firefox Compatibility Problem

Reason   Mozilla Firefox 3.0 version does not allow applet to access the host file system. It prevents application tools to perform certain operation. In such, case there will be alert messages like "System error: Undefined".

Suggestions

1. Open Firefox Browser

2. In Address Bar type about:config

3. Then in search text area enter applet

4. Double click on the given result

5. It enables the applet to run in the browser.

Verification Code (CAPTCHA) is not visible

Reason

1. Verification code (CAPTCHA) is an .png image file. That are streamed from the server. The lower version browser (IE < 7.0) does not support .png image.

2. Windows OS is not updated with latest service pack.

Resolution

1. Upgrade Internet Explorer (IE) version to latest version (IE 7.0) or above

2. Update Windows latest service pack.

3. Using Mozilla Firefox can be also one option.

File Signing Failed due to Space (or) Special Characters.

Reason   1. If chosen file has special characters like (& # @).

Resolution   1. Remove the special characters from the File Name and try uploading it.

"Failure! Certificate Trusted Chain Validation Failed"

Reason   1.   Server is not updated with the Particular Citifying Authority Root Certificates.

Resolution   1.   Update the CA certificate to the server repository (JKS in the java base dir).

                         2.   Get in touch with Helpdesk team of Respective Website or Application.

Applet is not Started or Initialized

Reason 1. Client workstation does not contain JRE (Java Runtime environment).

2. The installed JRE is old version, which does not support the application implementation.

Resolution 1. Download latest JRE updates from the sun java website/from the download option of the tender site and install in the client workstation.

Your Browser does not support javascript

Reason   1. The computer browser is disabled with javascript option.

Resolution   1. Enable the javascript option in IE.

                      2. Go to Internet Options -> security -> Custom level -> Enable scripting

Page Authorization Error

Reason
1. The logged in user does not have the access rights to view the page hence system throws page authorization error.

2. If any permission is not set in the configuration file.

Resolution
1. The system admin has to configure the rights to a particular group of mail.

Get Certificate Public Key Failed: There was an error while exporting the Key Blob

Reason
1. Required Prerequisites NxtCryptoSetup is not available or incorrect setup installed.

Resolution
1. Download NxtCryptoSetup –

For ePass2003 and ePass2003Auto Click Here

For Browser Settings Click Here

How to uninstall Internet Explorer 11 and restore Previous version of Internet Explorer

Resolution

Un-installation of Internet Explorer 11 required when some web site not compatible with this version and we need to working in previous version. First try with Development Tool if it's not working then uninstall IE 11. Development Tools available in Internet Explorer Tool Menu. Here you found different Browser Mode. This process only works in Windows 7 not for windows 8, because Windows 8 come with IE 11.

Control Panel – Program and Features – Installed update – enter IE 11 in search box.

Right Click on entry and select uninstall.

After restart machine Go to Tools Menu > Internet Option > Advance Tab > and select Reset Button > Check the Delete Personal Settings and select Reset button.

ePass2003 Token Driver for Linux and Mac OS

Linux-X86 OS: http://www.taxpro.co.in/DSC/TokenDrivers/ePass2003-Linux-i386.zip

Linux-X64 OS: http://www.taxpro.co.in/DSC/TokenDrivers/ePass2003-Linux-x64.zip

Mac OS: http://www.taxpro.co.in/DSC/TokenDrivers/ePass2003-MAC-iOS.rar

If you want the ePass2003 token could be run on Mac OS, you need to install the Mac OS driver (above link has Mac OS driver) firstly, then run it.

Root Chain and Installation Process

CCA Certificates (Trusted Root Certification Authorities)

CA and Sub CA Certificates (Intermediate Certification Authorities)

Trusted Root
Certificate.zip

Please install the CA & sub-CA certificate by following the below mentioned path.

Right click on Intermediate CA and Sub CA.p7b > Select install certificate > click on next in the import wizard > Select place all certificate in the following store > click on browse > check the check box Show physical store > select Intermediate Certification Authorities > click on OK > click on next and finish.

Please Install CCA certificate by following the below mentioned path.

Right Click on CCA.p7b > Select install certificate > click on next in the import wizard > Select place all certificate in the following store > click on browse > check the check box Show physical store > select Registry under Trusted Root Certification Authorities > click on OK > click on next and finish.

Microsoft CSP option is not highlight while installing ePass2003 token driver

>>If Microsoft CSP option is not highlight while installing ePass2003 token driver, then download and install Patch file from link: http://www.microsoft.com/en-in/download/details.aspx?id=4670

THANKS.

--End of Document--