# eOffice

A DIGITAL WORK PLACE SOLUTION

## DSC Troubleshooting

**DSC Troubleshooting Steps on Windows (IE & Mozilla):**

**Step 1:** Install DSC token driver and latest Java 32 bit version (Previous versions should be uninstalled).

**Step 2:** Open java.com/verify to verify Java.

**Step 3:** Plug DSC into system to work with.

**Step 4:** Verify the Certificate are being listed in DSC driver.

**If any issue/error occurred while working with DSC perform following steps:**

**Step 1:** Unplug the DSC from System.

**Step 2:** Open Certmgr.msc through Run command, as shown in **Fig.DSC.1**:
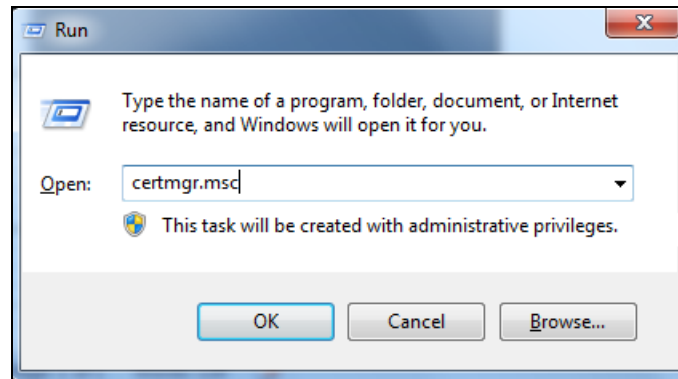


**Fig.DSC.1**

**Step 3:** Click on personal (on the left side-menu), as shown in **Fig.DSC.2**:
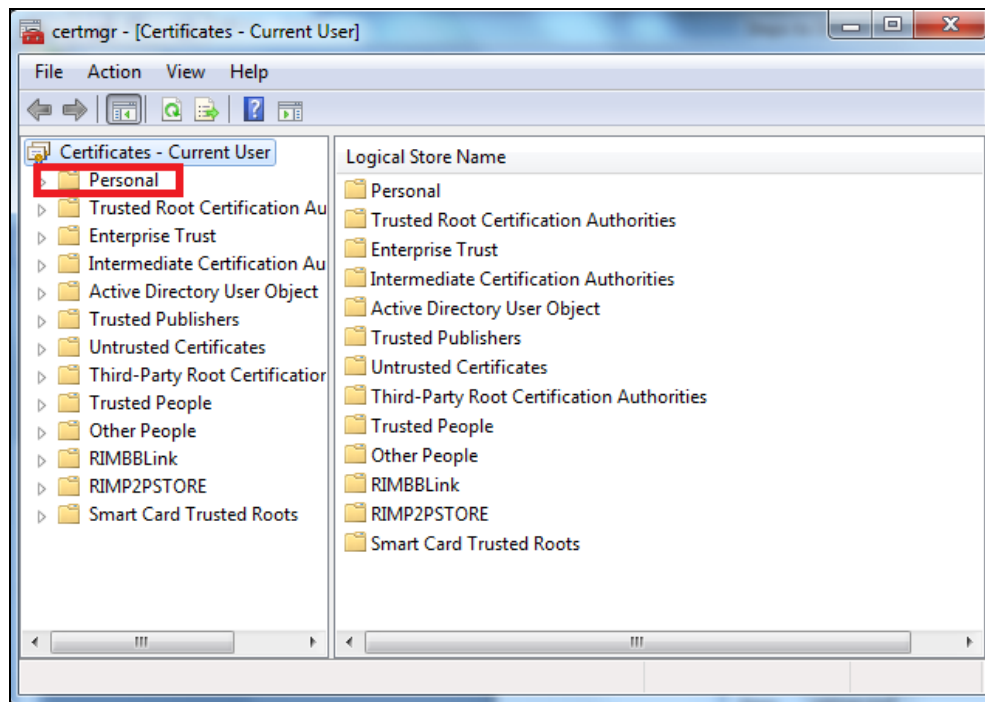


**Fig.DSC.2**

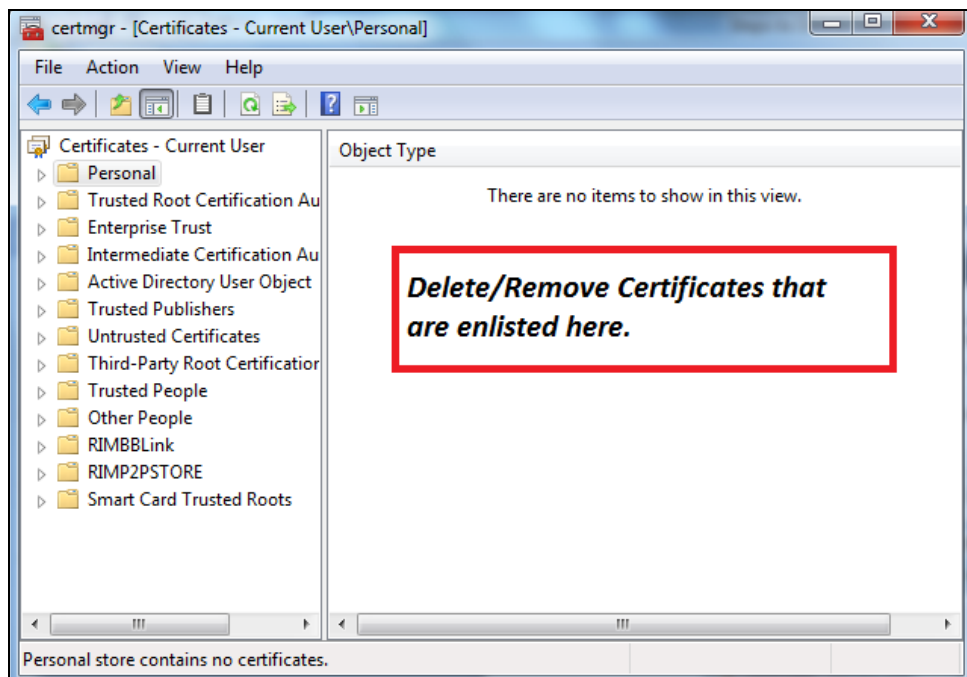**Step 3:** Delete all certificates present there, shown in **Fig.DSC.3:**



**Fig.DSC.3**

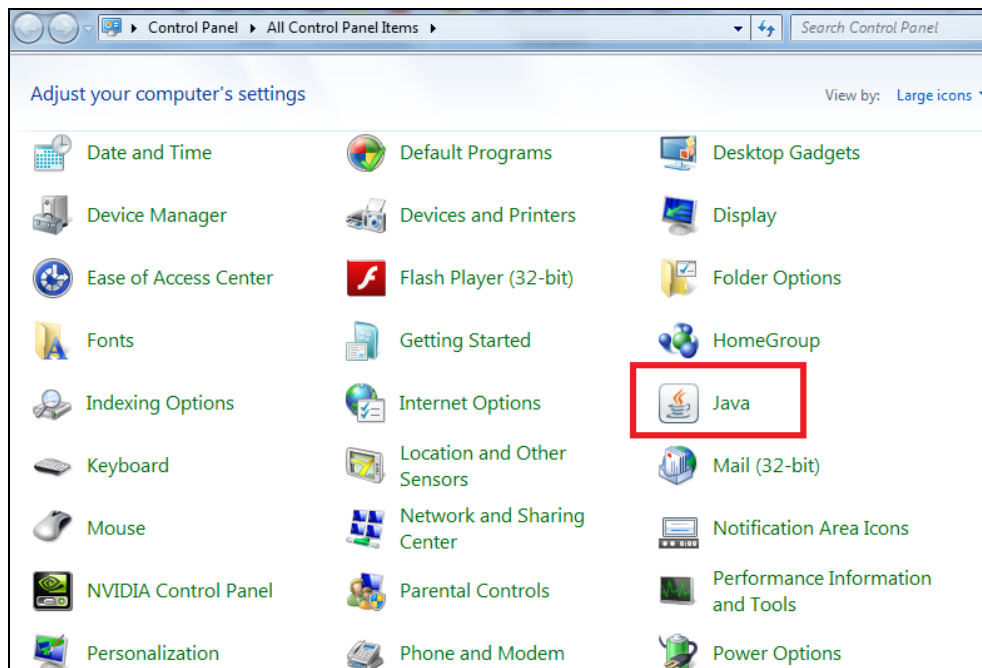**Step 4:** Open Java Options from Control Panel, as shown in **Fig.DSC.4**:



**Fig.DSC.4**

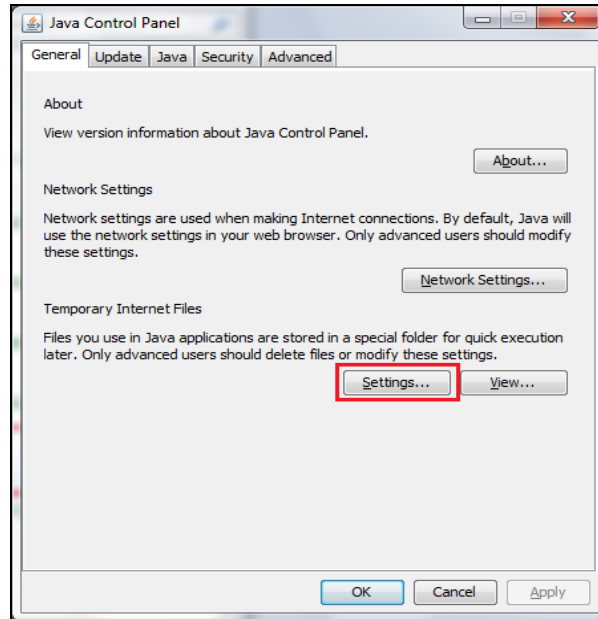**Step 5:** Under **General Tab >> in Temporary Internet Files** click on **Setting,** as shown in **Fig.DSC.5:**



**Fig.DSC.5**

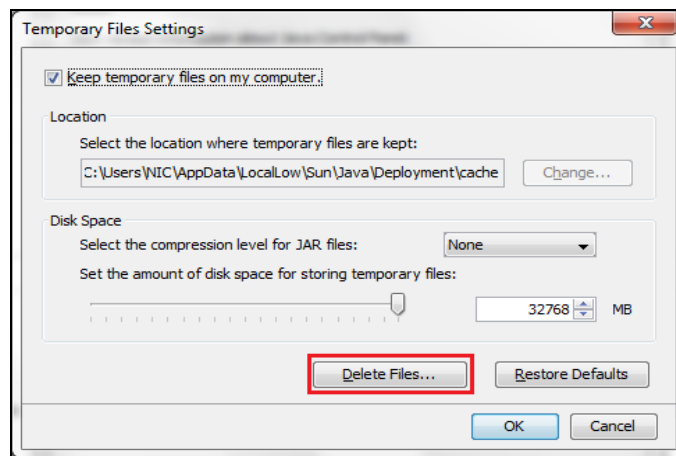**Step 6:** Delete all the temporary files (Including Installed Applications & Applets), shown in **Fig.DSC.6 & Fig.DSC.7**:
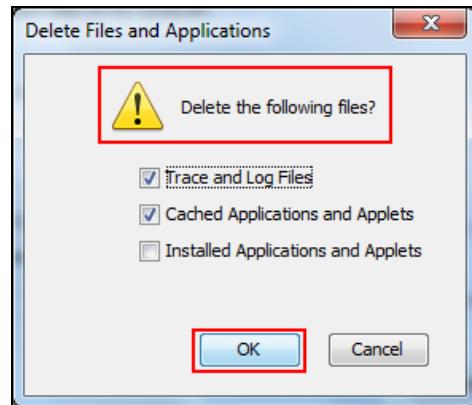


**Fig.DSC.6**

**Fig.DSC.7**

**Step 7:** After deletion of Temporary Files; Under the **Security Tab>>Check "***Enable Java content in the browser***" and Set the security level as High,** as shown in **Fig.DSC.8:**
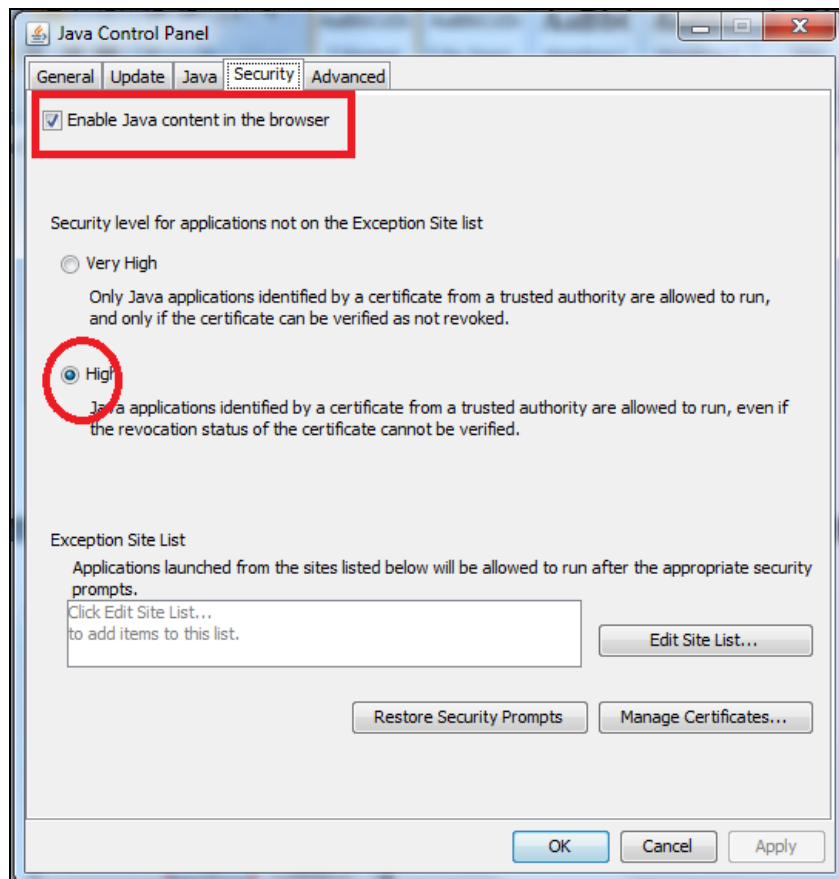


**Fig.DSC.8**

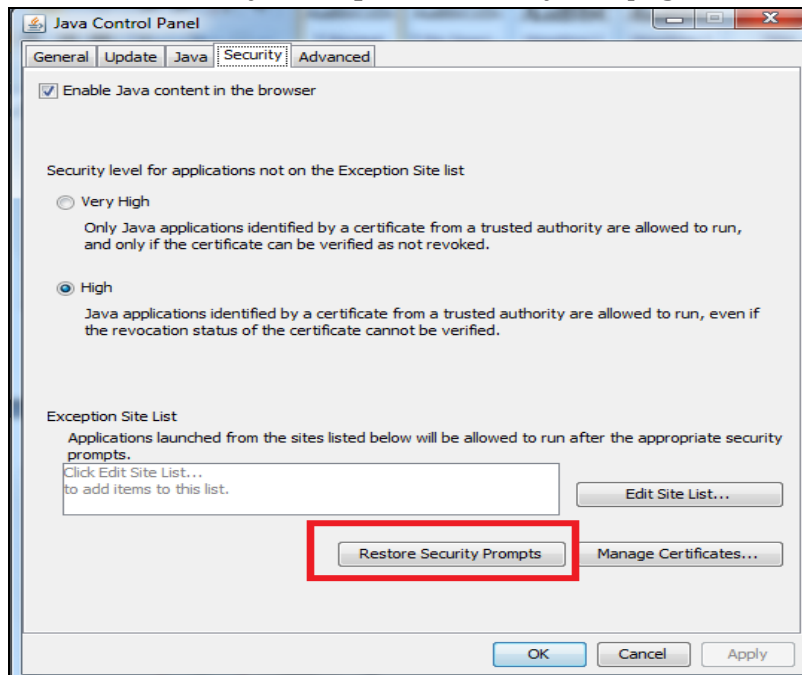**Step 8:** Click on **Restore Security Prompts** on Security Tab page, as shown in **Fig.DSC.9**:

**Fig.DSC.9**

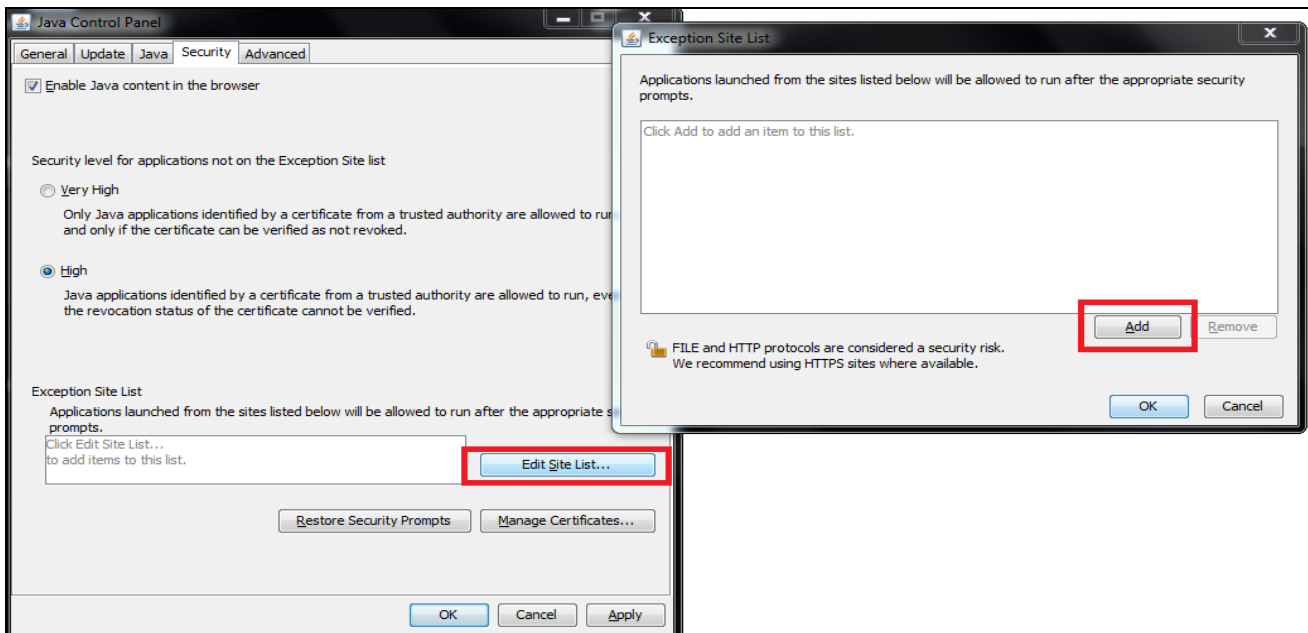**Step 9:** Add Site list to Exception Site list, click on **Edit Site list >>** click on **Add button,** as shown in **Fig.DSC.10:**

**Fig.DSC.10**

**Step 10:** In location add (*https://sparrow.eoffice.gov.in*,  https//:sparrow-ips.eoffice.gov.in  or application URL), click **Add** button, shown in **Fig.DSC.11**:
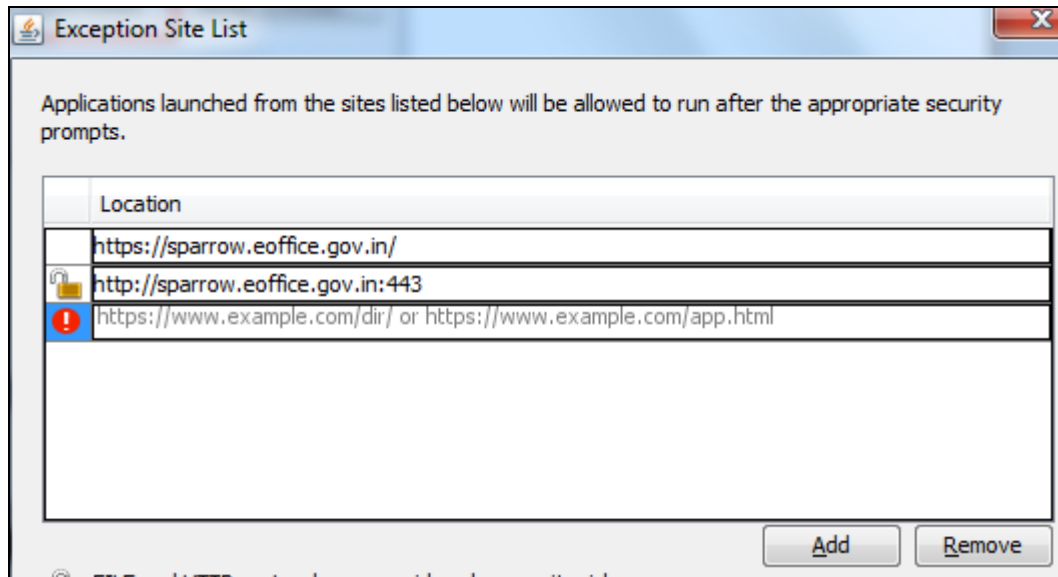
(This is only if Error is,  "***Application is Blocked by Security Settings***")



**Fig.DSC.11**

**Step 11:** Restart the Browser and digitally sign with DSC token.

**DSC Registration with eFile**

**Step 1:** Insert your DSC.

**Step 2:** Click on DSC registration.

**Step 3:** Then Click on Signing Certificate (**Fig.DSC.12**).

**Step 4:** Select Certificate and Register by providing DSC PIN.
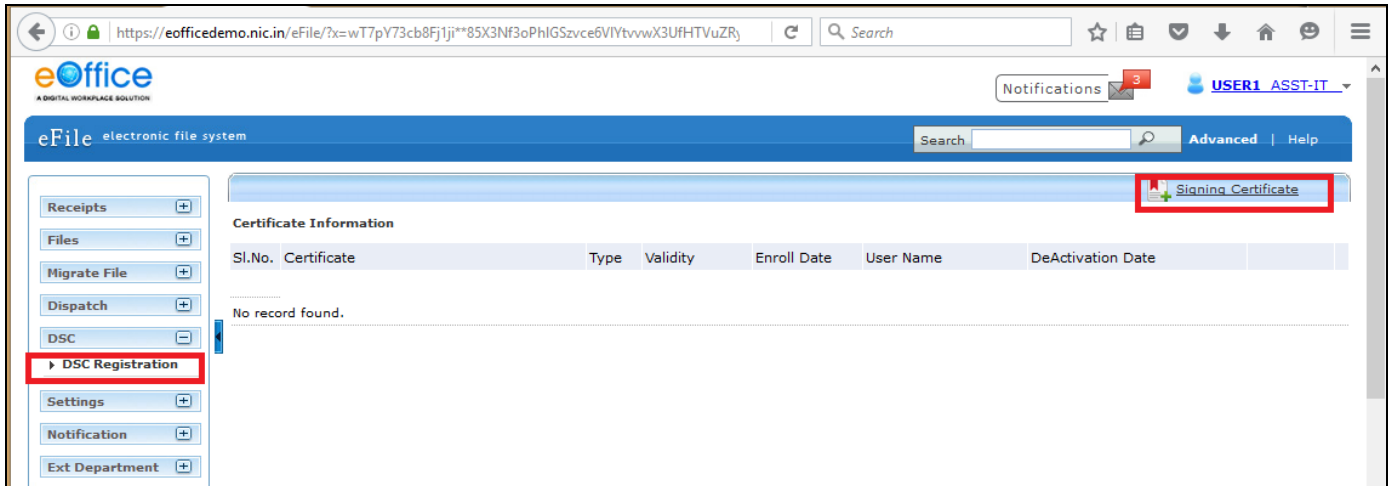


**Fig.DSC.12**

**DSC Deactivation/Inactivation of previous DSC in eOffice**

**Step 1:** Under DSC registration menu, click on deactivate DSC again the expired/ previous certificate, as shown in **Fig.DSC.13**:



**Fig.DSC.13**

## Certificate Validity/Expiration Check

**Step 1:** Open the certificate details by clicking on certificate from DSC/token driver, and view the Certificate Information (**Fig.DSC.14**).

**Step 2:** In case of expired DSC, Please contact local NIC to procure new Digital Signature.



**Fig.DSC.14**

**DSC Registration in Sparrow**

**Step 1:** Under DSC Click on Enroll Link.

**Step 2:** Select the signing certificate by clicking DSC registration.

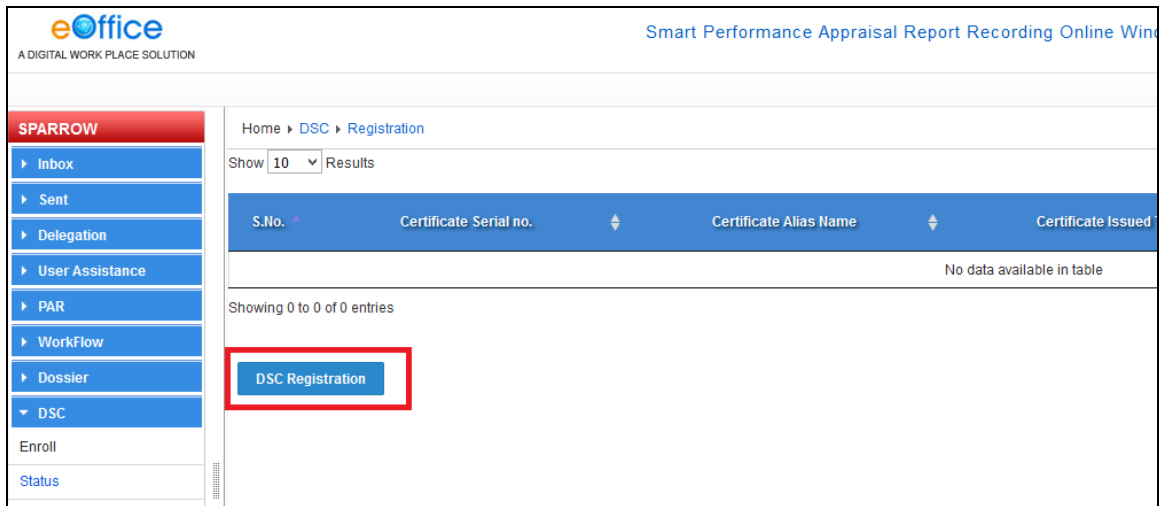**Step 3:** Register DSC by providing DSC PIN, shown in **Fig.DSC.15**:



**Fig.DSC.15**

**DSC Deactivation/Inactivation of previous DSC in Sparrow**

**Step 1:** Under Enroll link in DSC

**Step 2:** Check/Select the check box against expired/old DSC.

**Step 3:** Click on Deactivate DSC button to de-register the DSC, as shown in **Fig.DSC.16**:



**Fig.DSC.16**

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