



A DIGITAL WORK PLACE SOLUTION

DSC

DSC Troubleshooting



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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**:

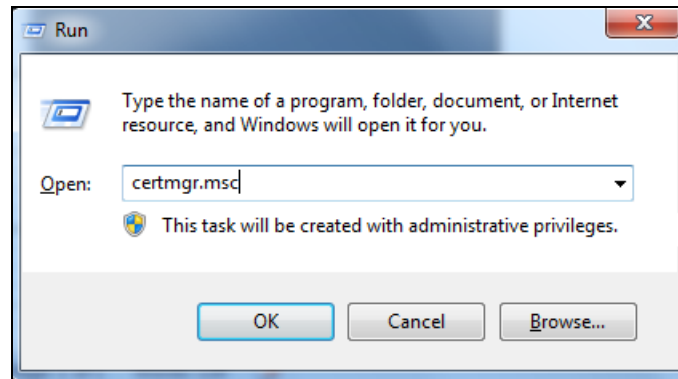


Fig.DSC.1

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

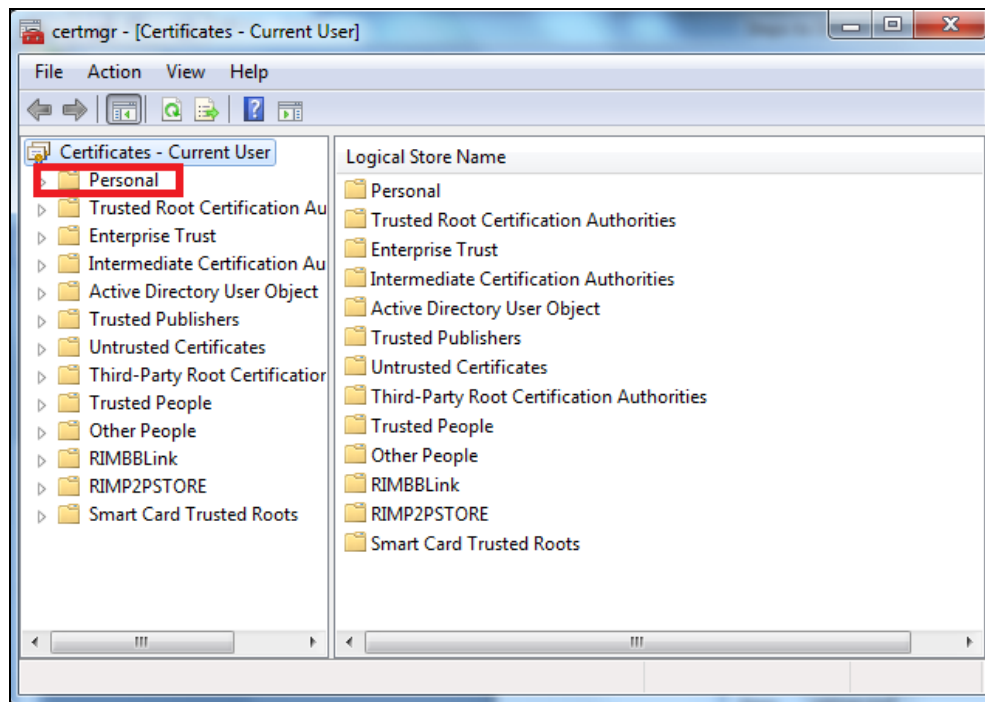


Fig.DSC.2

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

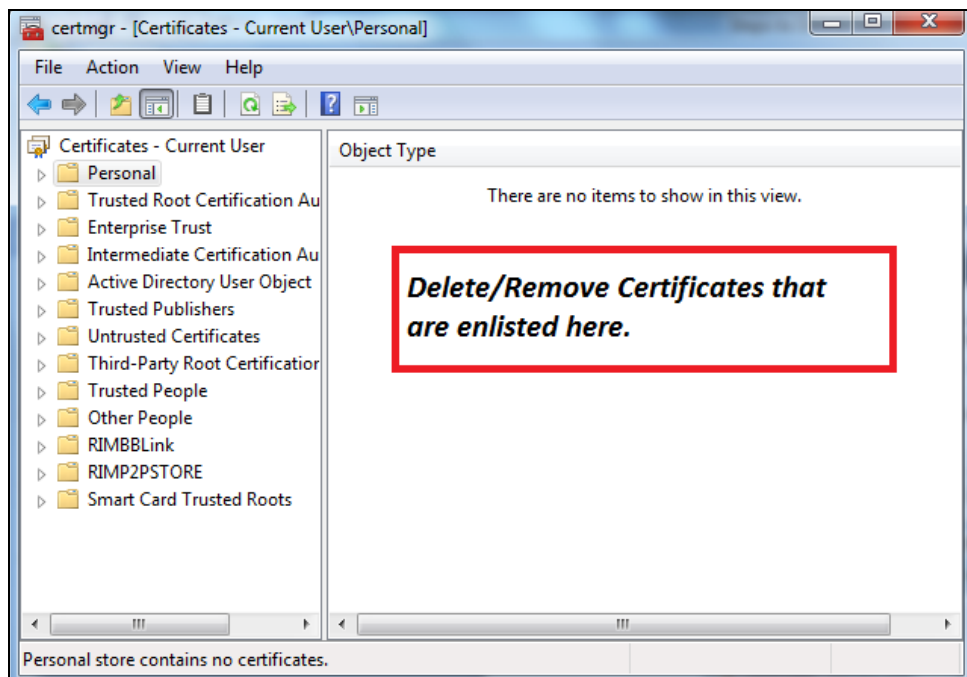


Fig.DSC.3

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

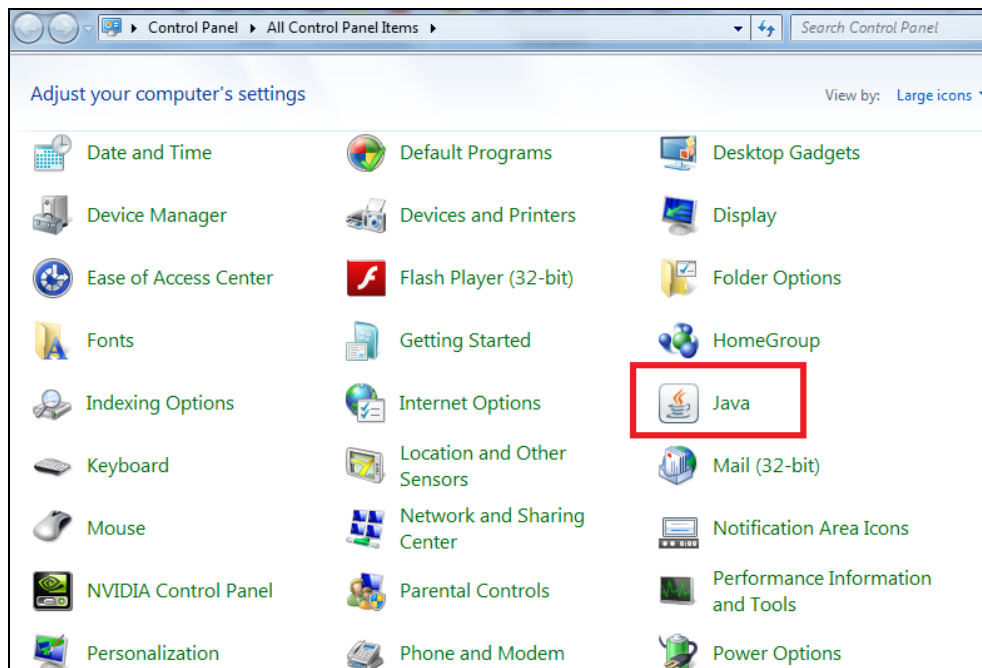


Fig.DSC.4

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

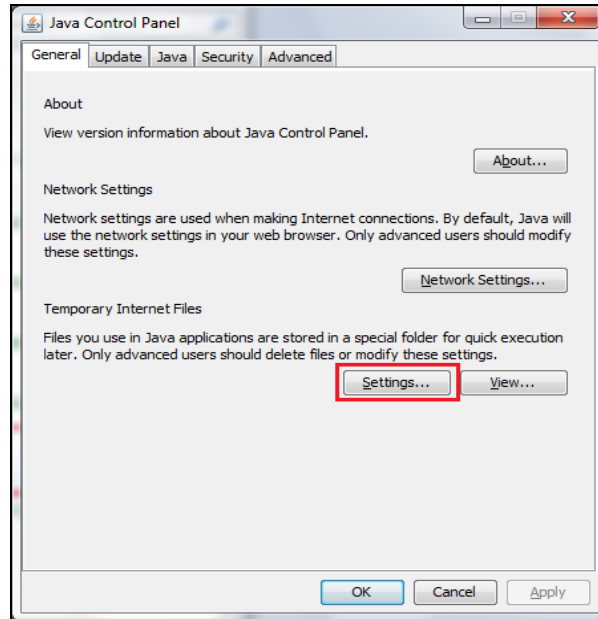


Fig.DSC.5

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

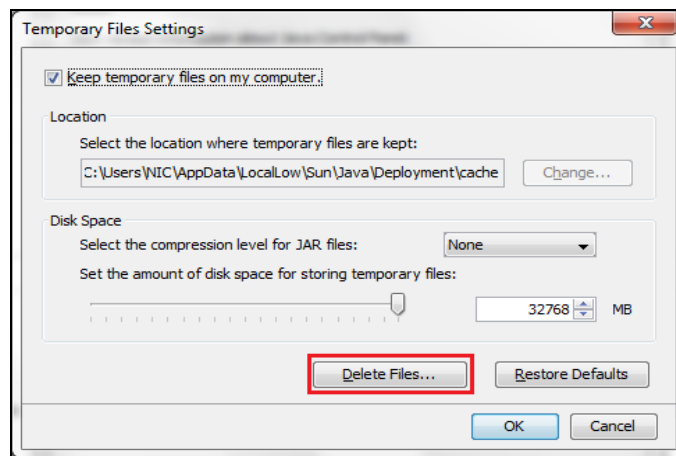


Fig.DSC.6

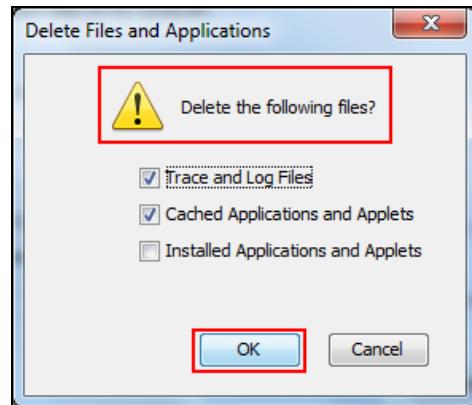


Fig.DSC.7

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:

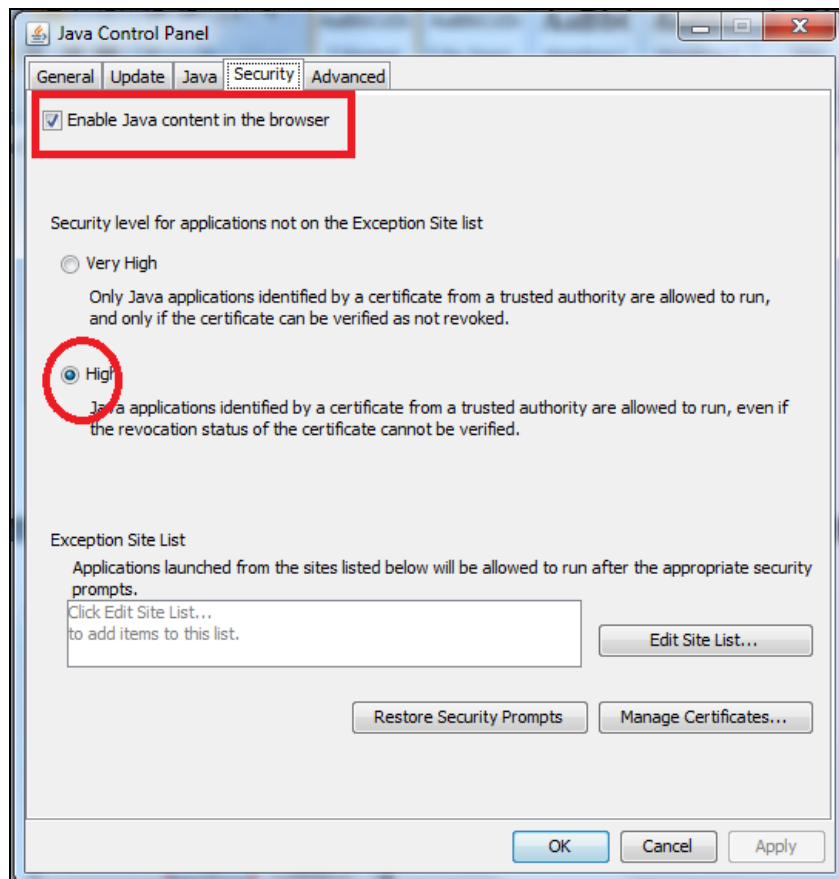


Fig.DSC.8

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

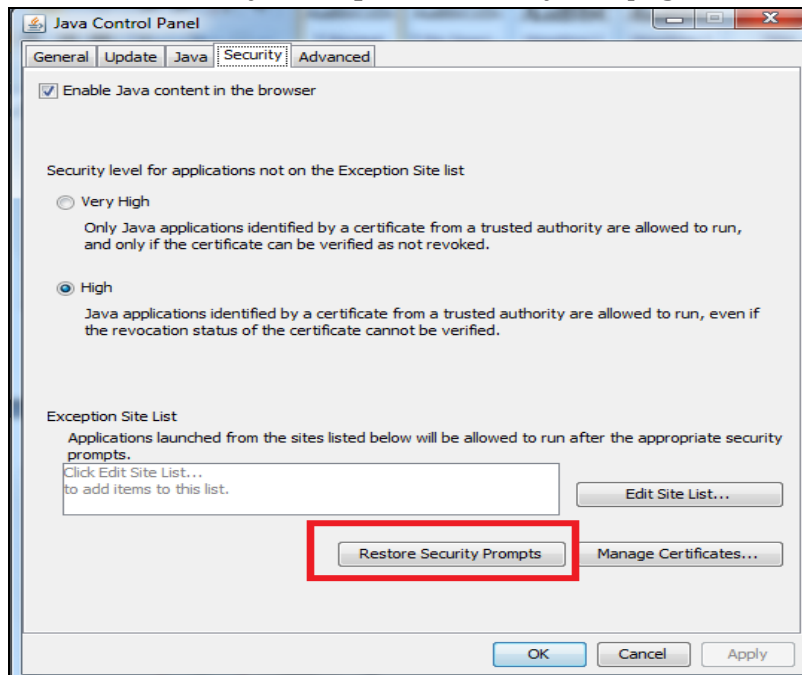


Fig.DSC.9

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

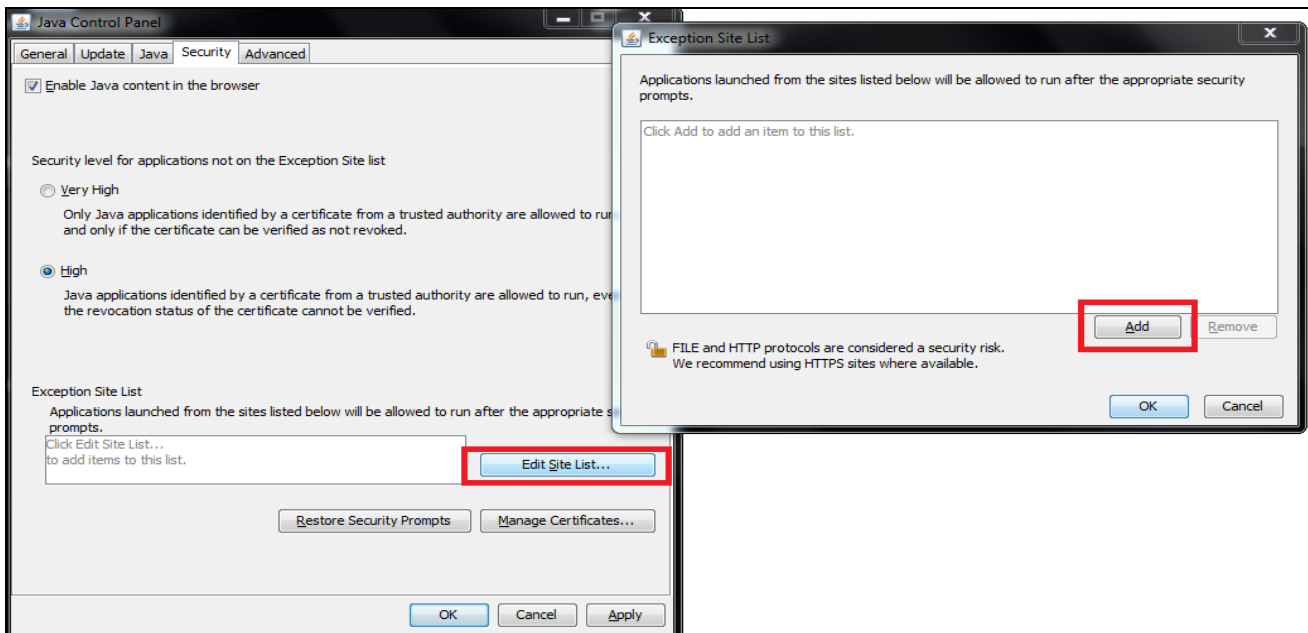


Fig.DSC.10

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*”)

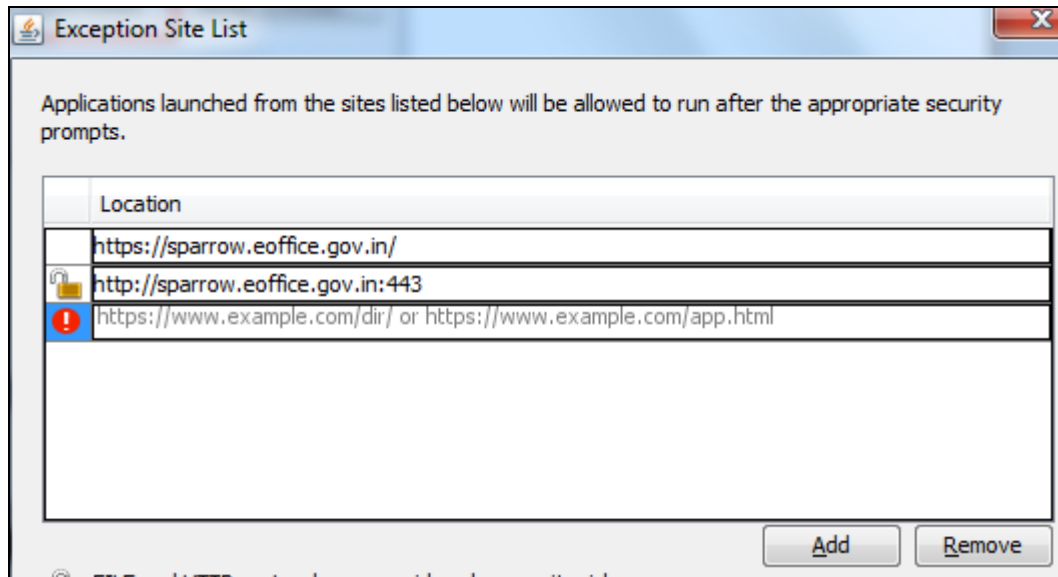


Fig.DSC.11

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.

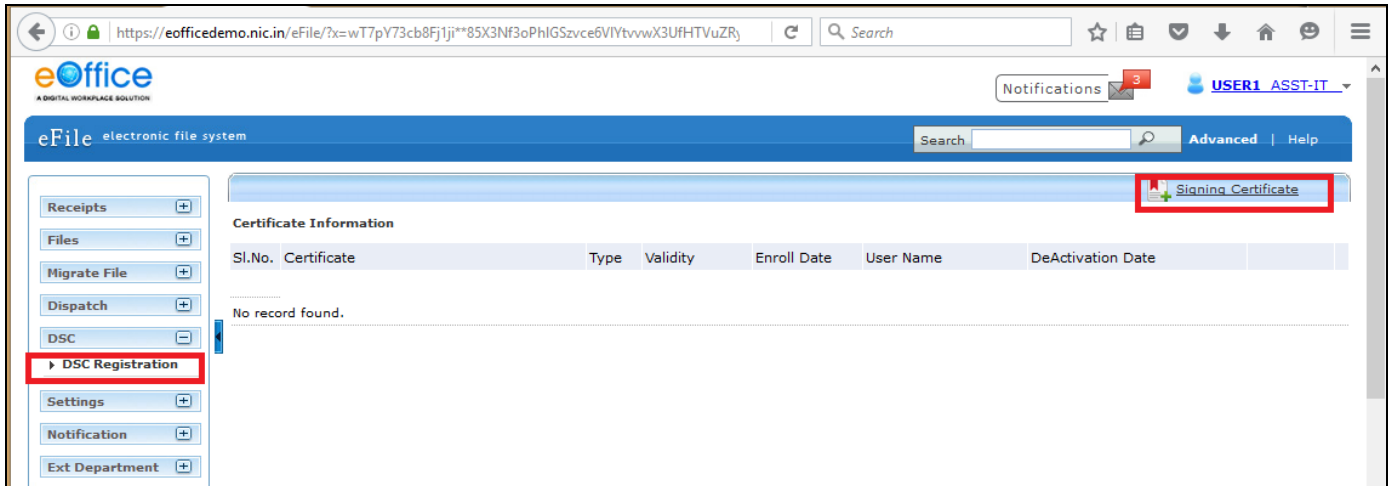


Fig.DSC.12

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**:

The screenshot shows the eOffice web application interface. On the left, there is a sidebar menu with options: Receipts, Files, Migrate File, Dispatch, DSC, DSC Registration, Settings, Notification, and Ext Department. The 'DSC Registration' option is selected. The main content area displays a table titled 'Certificate Information' with columns: Sl.No., Certificate, Type, Validity, Enroll Date, User Name, DeActivation Date, and an action button. There are 7 certificates listed. The last certificate (Sl.No. 7) has a 'Deactivate' button highlighted with a red box. The other certificates have 'Activate' buttons.

Sl.No.	Certificate	Type	Validity	Enroll Date	User Name	DeActivation Date	Action
1	VALLATH SOMASUNDARAN's (n)Code Solutions CA 2014 ID/cn=(n)code solutions ca 2014,2.5.4.51=#13133330312c20474e464320496e666f746f776572,street=bodakdev\, s g road\, ahmedabad,st=gujarat,2.5.4.17=#1306333830303534,ou=certifying authority,o=gujarat narmada valley fertilizers and chemicals limited,c=in/1396348898	Signing	17/12/17 05:58 AM	29/12/15 10:31 AM	DS1	29/12/15 10:31 AM	Activate
2	TEST IIIA 2014 SIGN - 71808620	Signing	11/03/16 12:00 AM	07/01/16 11:53 AM	DS1	-	Activate
3	VALLATH SOMASUNDARAN's (n)Code Solutions CA 2014 ID/cn=(n)code solutions ca 2014,2.5.4.51=#13133330312c20474e464320496e666f746f776572,street=bodakdev\, s g road\, ahmedabad,st=gujarat,2.5.4.17=#1306333830303534,ou=certifying authority,o=gujarat narmada valley fertilizers and chemicals limited,c=in/1396348898	Signing	17/12/17 05:58 AM	28/01/16 03:23 PM	DS1	08/02/16 04:22 PM	Activate
4	ANANT KUMAR SINGH - 300524206	Signing	04/02/18 01:11 AM	26/02/16 11:07 AM	DS1	26/02/16 11:09 AM	Activate
5	TEST IA 2014 SIGN's (n)Code Solutions CA 2014 ID - 52502771	Signing	11/03/16 12:00 AM	01/03/16 03:28 PM	DS1	08/03/16 03:32 PM	Activate
6	SAMEER SHARMA - -175741762	Signing	28/07/17 03:46 AM	1 '04/16 12:21 PM	DS1	11/04/16 12:21 PM	Activate
7	VALLATH SOMASUNDARAN's (n)Code Solutions CA 2014 ID/cn=(n)code solutions ca 2014,2.5.4.51=#13133330312c20474e464320496e666f746f776572,street=bodakdev\, s g road\, ahmedabad,st=gujarat,2.5.4.17=#1306333830303534,ou=certifying authority,o=gujarat narmada valley fertilizers and chemicals limited,c=in/1396348898	Signing	17/12/17 05:58 AM	02/05/16 02:37 PM	DS1	-	Deactivate

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.

The screenshot shows a window titled "Certificate" with a tab labeled "Certificate Information". The window displays the following details:

Issued To:	
Postal Code	380054
State or Province (S)	Gujarat
Country Name (C)	IN
Telephone Number	e692333aa1742c0a3b36839f944dc3ff968010ccce8de18e5be8f2dd4494623

Issuer Information:	
Common Name (CN)	(n)Code Solutions CA 2014
Organisational Unit (OU)	Certifying Authority
Organisation (O)	Gujarat Narmada Valley Fertilizers and Chemicals Limited
Street Address	Bodakdev, S G Road, Ahmedabad

Certificate Information:	
Serial Number	53:3E:B2:1E
Valid from	2016-03-10 17:10:03
Valid to	2018-03-11 03:07:38

This certificate is intended to:
Create digital signatures
Verify digital signatures for non-repudiation

Fingerprints:

SHA1 Fingerprint	FD:36:6D:86:88:A1:94:4C:5F:3C:4F:BB:B1:CF:CA:C7:59:09:C2:E6
MD5 Fingerprint	B4:38:9F:D7:E2:B1:09:6B:D5:BC:B4:50:05:94:31:E3

At the bottom right, there are two buttons: "Save to file..." and "Close".

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**:

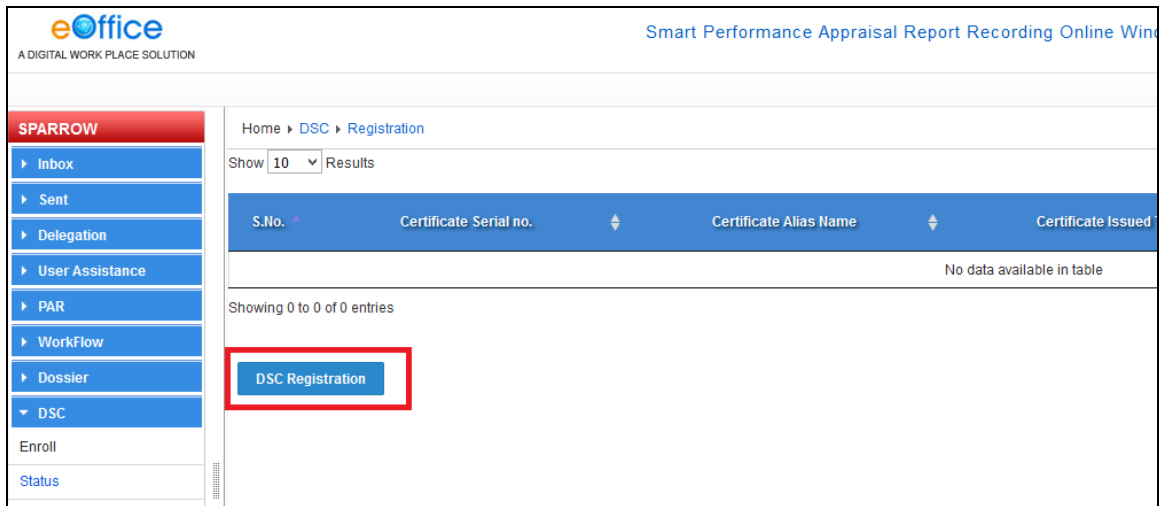


Fig.DSC.15

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**:

The screenshot shows the SPARROW web application interface. On the left is a navigation menu with options like PAR, Workflow, Dossier, Role Mapping, Master Data, DSC, Enroll, Status, EMD, NIC Email Status, Support@HelpDesk, Roles Detail, Migration, and Reports. The main content area is titled 'Home > DSC > Registration'. It features a table with columns: S.No., Certificate Serial no., Certificate Alias Name, Certificate Issued To, Certificate Issued By, and Status. There is one entry in the table with a status of 'Active' and a checkbox that is checked. Below the table, there are two buttons: 'DSC Registration' and 'Deactivate DSC', with the latter being highlighted by a red box. The bottom of the page shows pagination controls: 'Showing 1 to 1 of 1 entries', 'Previous', '1', and 'Next'.

S.No.	Certificate Serial no.	Certificate Alias Name	Certificate Issued To	Certificate Issued By	Status
1	1396617545	TEST IIIB ONLY SIGN - -1951065640	CN=TEST IIIB ONLY SIGN, ST=Gujarat, OID.2.5.4.17=380054, OU="ADMIN,CID - 4169090", OID.2.5.4.20=ae03b71d087b75e86a06182d2cb81ada6c403d160a9647e1d7d8075ce6af9e, O=Gujarat Narmada Valley Fertilizers and Chemicals Ltd., C=IN	CN=(n)Code Solutions CA 2014, OID.2.5.4.51=301, GNFC Infotower", STREET="Bodakdev, S G Road, Ahmedabad", ST=Gujarat, OID.2.5.4.17=380054, OU=Certifying Authority, O=Gujarat Narmada Valley Fertilizers and Chemicals Limited, C=IN	Active

Showing 1 to 1 of 1 entries

Previous 1 Next

DSC Registration Deactivate DSC

Fig.DSC.16



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