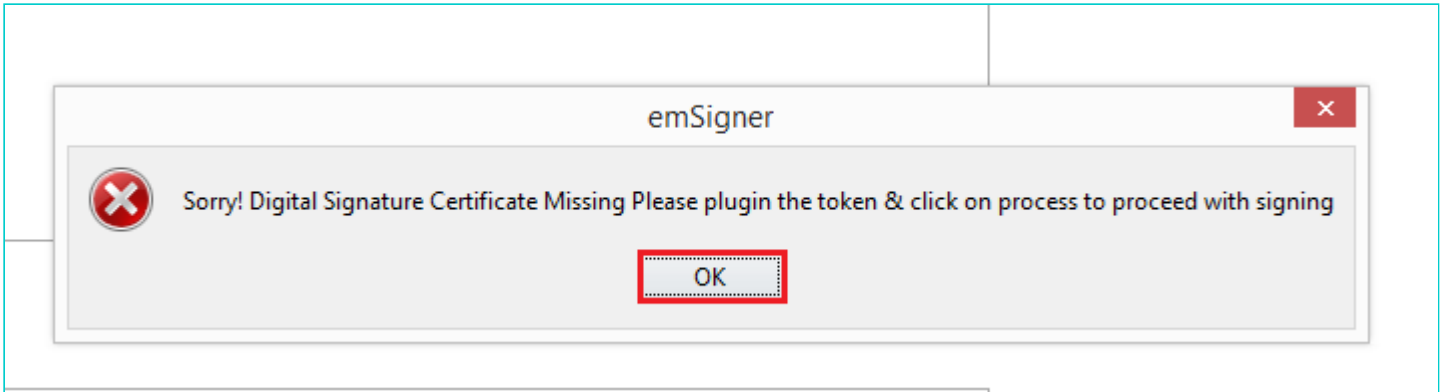


Manual > Troubleshoot Digital Signature Certificate (DSC) Issues

1. I am facing the error "Sorry! Digital Signature Certificate Missing Please plugin the token & click on process to proceed with signing". What should I do?

If you are facing the below error, ensure that the DSC is installed or token is plugged in your system.



Click the **OK** button and install the DSC or plug the token in your system.

Or if the DSC is still plugged in and you are facing the above issue, please follow the below mentioned steps:

Uninstall the emSigner before installing any new emSigner. Always follow below instructions to check your DSC certificate.

Step 1- Go to **Internet Explorer** (press ALT-X)

Step 2- Go to **Internet options > Content** tab

Step 3- Click the **Certificates** button. Select your DSC certificate. Click the **View** button.

Step 4- Click the **Details** tab of your certificate. Scroll down and go to **Key Usage**.

It should be "Digital Signature, Non-Repudiation".

If it is "Key Encipherment" please remove this Certificate from windows store.

2. I am facing the error "Failed to establish connection to the server. Kindly restart the Emsigner". What should I do?

If you are facing issues while registering or signing DSC on the GST Portal, check if the emSigner is started or not.

Failed to establish connection to the server . Kindly restart the Emsigner

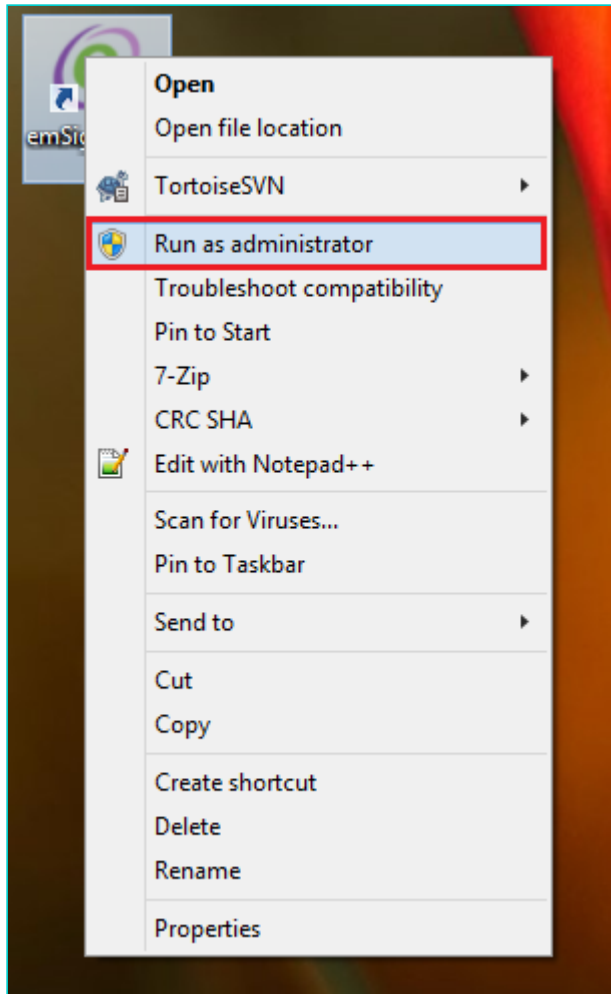
Content to Sign

Common Name	Issuer Name	Serial No.

RE-REGISTER DSC CANCEL

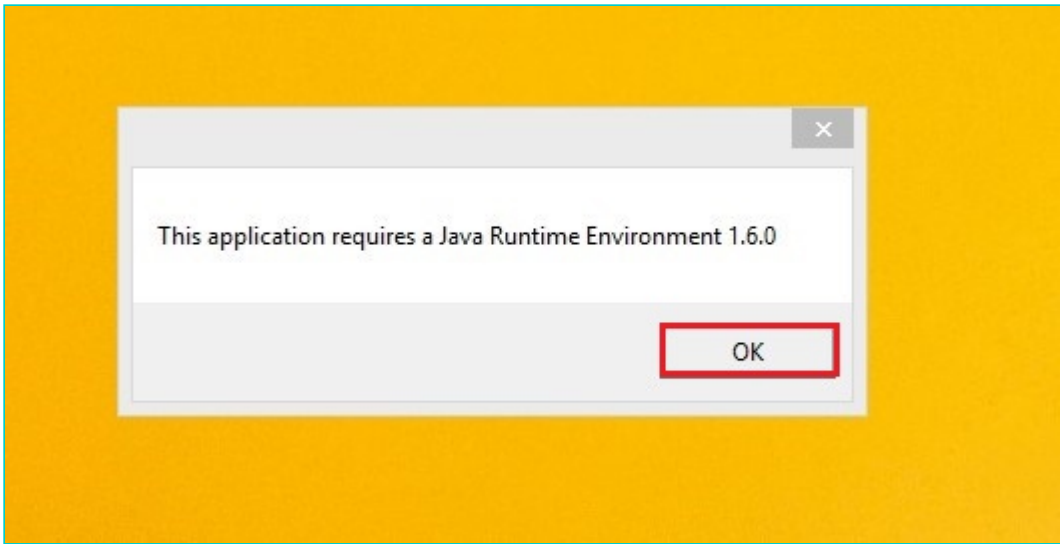
Resolution:

- emSigner server is started – Stop the server and start the emSigner server as '**Run as Administrator**'.
- emSigner server is not started – Start the emSigner server as '**Run as Administrator**'.



**3. I am facing the error "This application requires a Java Runtime Environment 1.6.0".
What should I do?**

If you are facing the below error while starting the emSigner server, you need to install the java (jre) in your system.

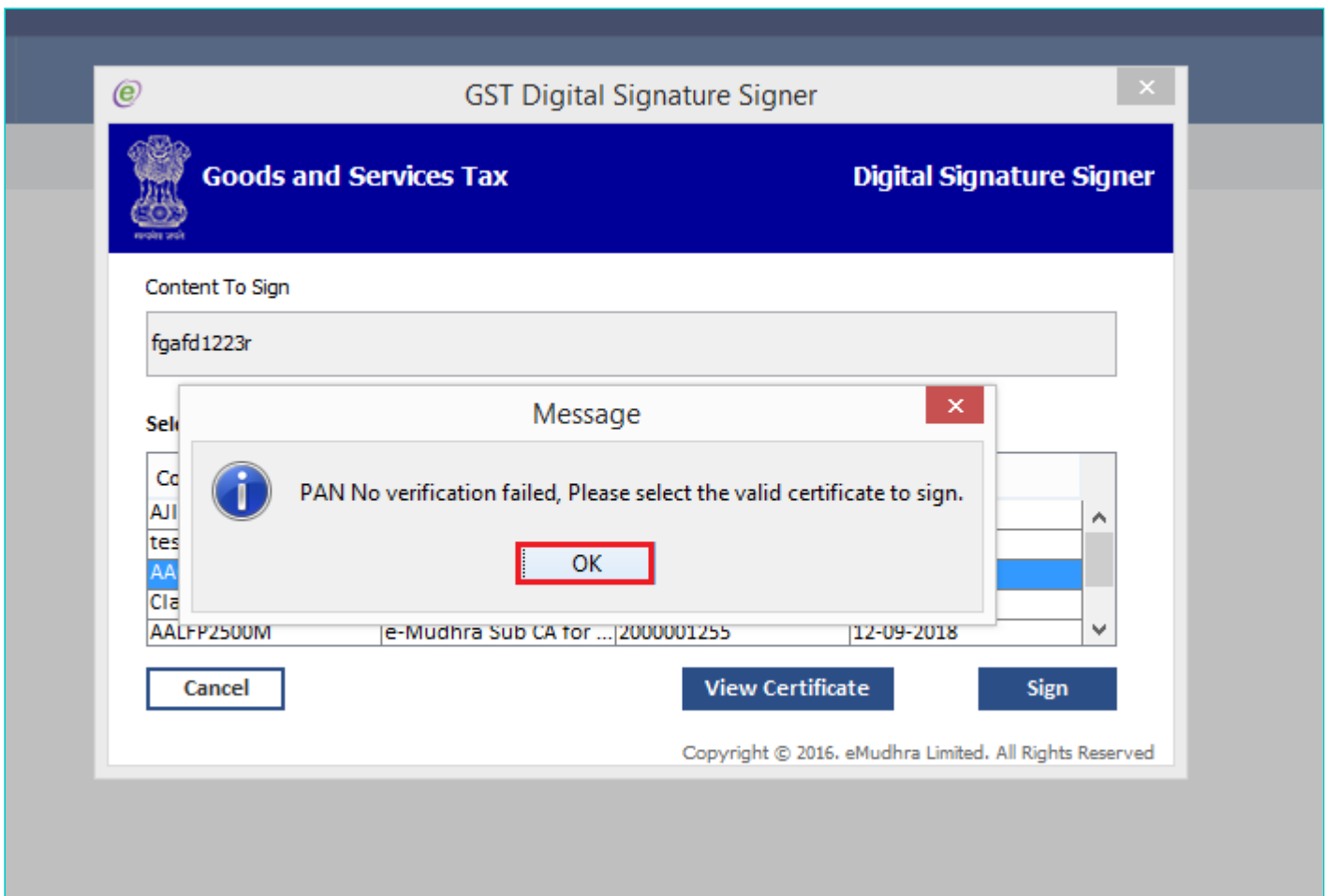


Click the **OK** button and you will be redirected to below screen where you can download and install the correct java version.



4. I am facing the error "PAN No verification failed, Please select the valid certificate to sign.". What should I do?

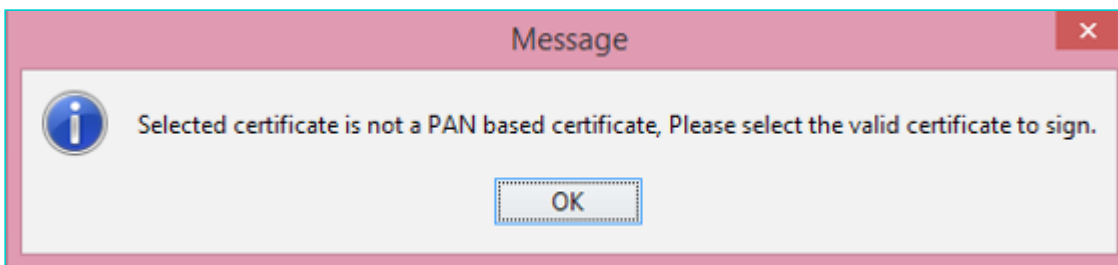
If you are facing the below error, you need to check the PAN details in the DSC.



Click the **OK** button and enter correct PAN details or verify the details with the vendor providing the DSC.

5. I am facing the error "Selected certificate is not a PAN based certificate, Please select the valid certificate to sign.". What should I do?

If you are facing the below error, you need to check the DSC. The DSC that you are trying to register is not PAN based.



Click the **OK** button. You need to procure a PAN based Class 2 or Class 3 DSC and then register the DSC at the GST Portal.

6. I am facing the error "The DSC you are trying to affix is not registered at the portal.". What should I do?

If you are facing the below error, ensure that the DSC is registered at the GST Portal.

Business Details	Promoter / Partners	Authorized Signatory	Principal Place of Business	Add place of business	Goods & Services	Bank Accounts	Verification
------------------	---------------------	----------------------	-----------------------------	-----------------------	------------------	---------------	--------------

• indicates mandatory fields

Verification

I/We hereby solemnly affirm and declare that the information given herein above is true and correct to the best of my/our knowledge and belief and nothing has been concealed therefrom.

Authorized Signatory • Rama [AJIPA1572E]	Place • Hyderabad
Designation PM	Date • 03/11/2016

The DSC you are trying to affix is not registered at the portal. Kindly register the DSC first or use another DSC which is registered in the portal.

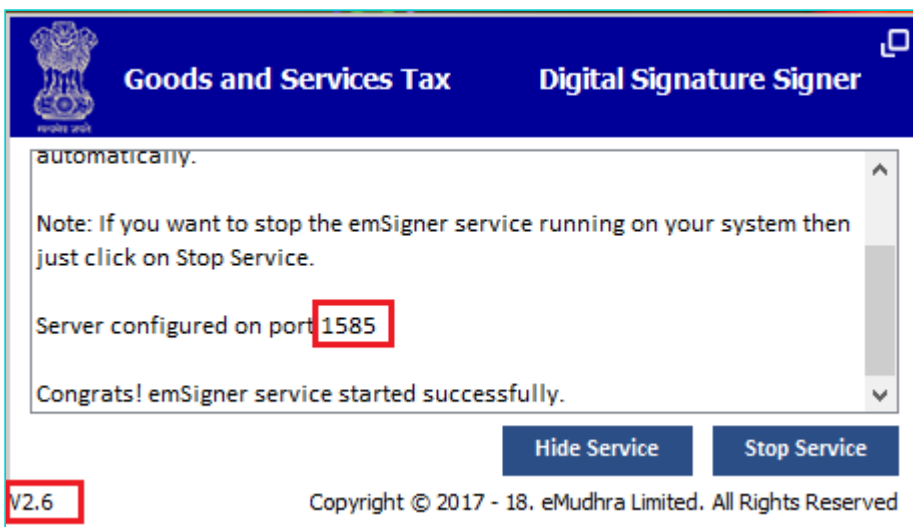
Navigate to **DashBoard** > **Register/Update DSC** tab and register the DSC at the GST Portal.

7. I am facing Issues while opening websocket in any browser. What should I do?

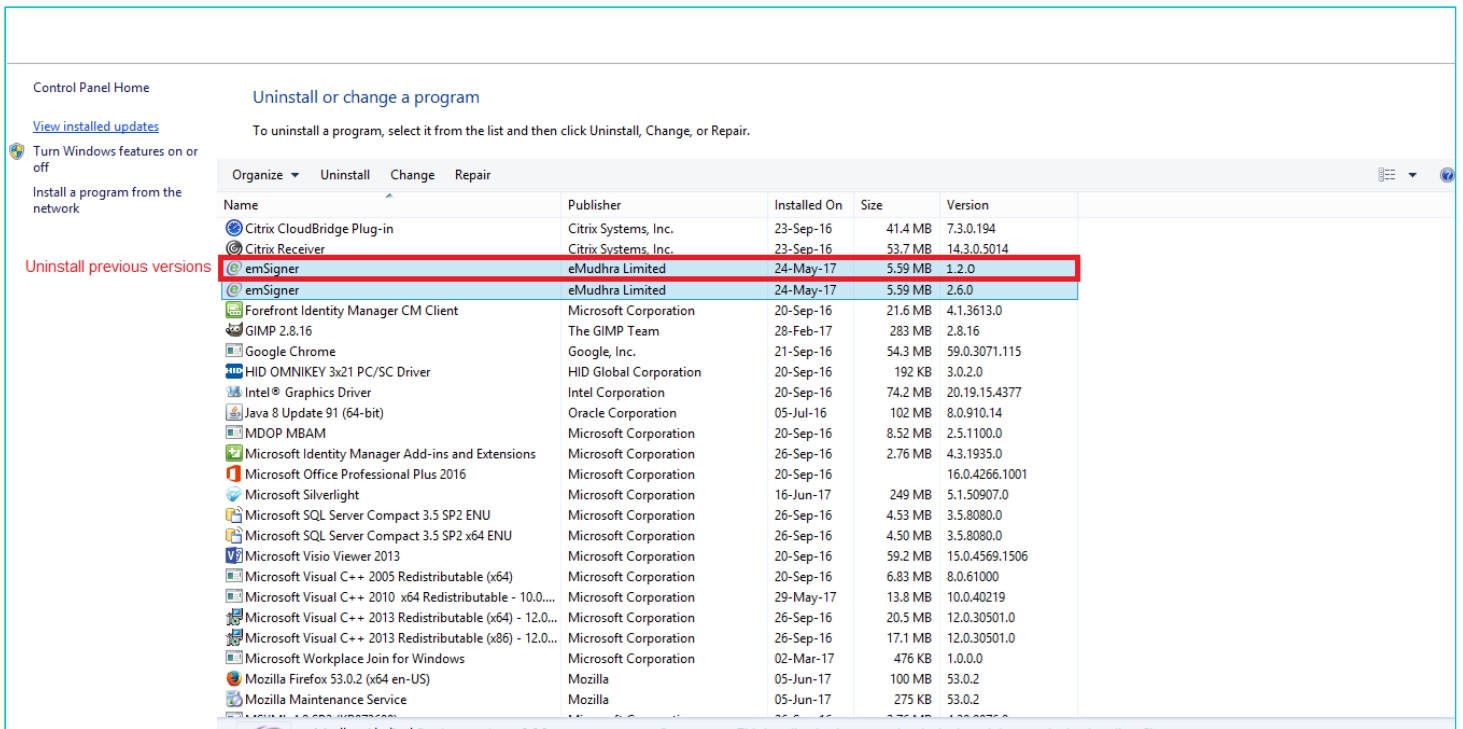
Note: Normally Firefox browser needs manual intervention in adding root certificate.

1. Add the url - https://127.0.0.1:portNo (port on which server is started Eg: https://127.0.0.1:1585). in browser address bar and press the **Enter** key.
2. You will be prompted to add the certificate to exception site list. Click the **Add Exception** button.

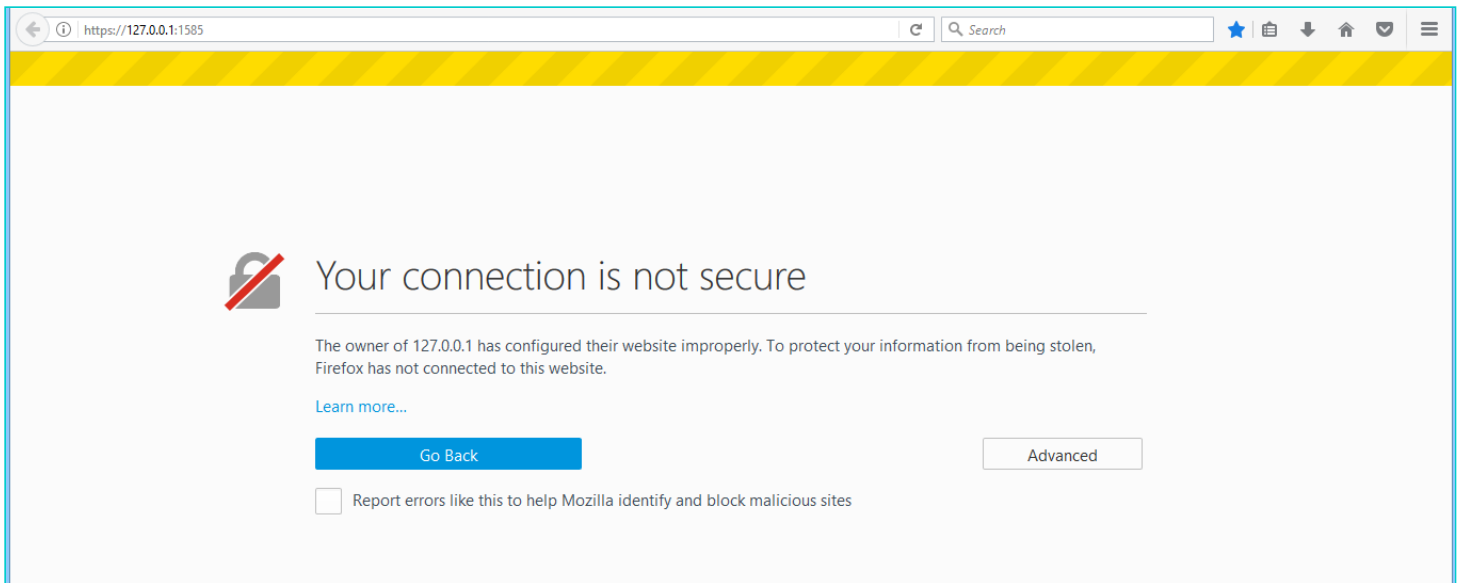
Check Port on which server is started. Ensure that the port number is matching with emSigner port description.



Note: Go to **Control Panel** > **Program and Features** to check the version of emSigner. In case the emSigner version is 1.2, you need to uninstall this version and install the emSigner v2.6.



3. Type the url <https://127.0.0.1:1585> in Mozilla Firefox browser.



4. Click the **Advanced** button.

5. Click the **Add Exception** button.



Your connection is not secure

The owner of 127.0.0.1 has configured their website improperly. To protect your information from being stolen, Firefox has not connected to this website.

[Learn more...](#)

[Go Back](#)

[Advanced](#)

Report errors like this to help Mozilla identify and block malicious sites

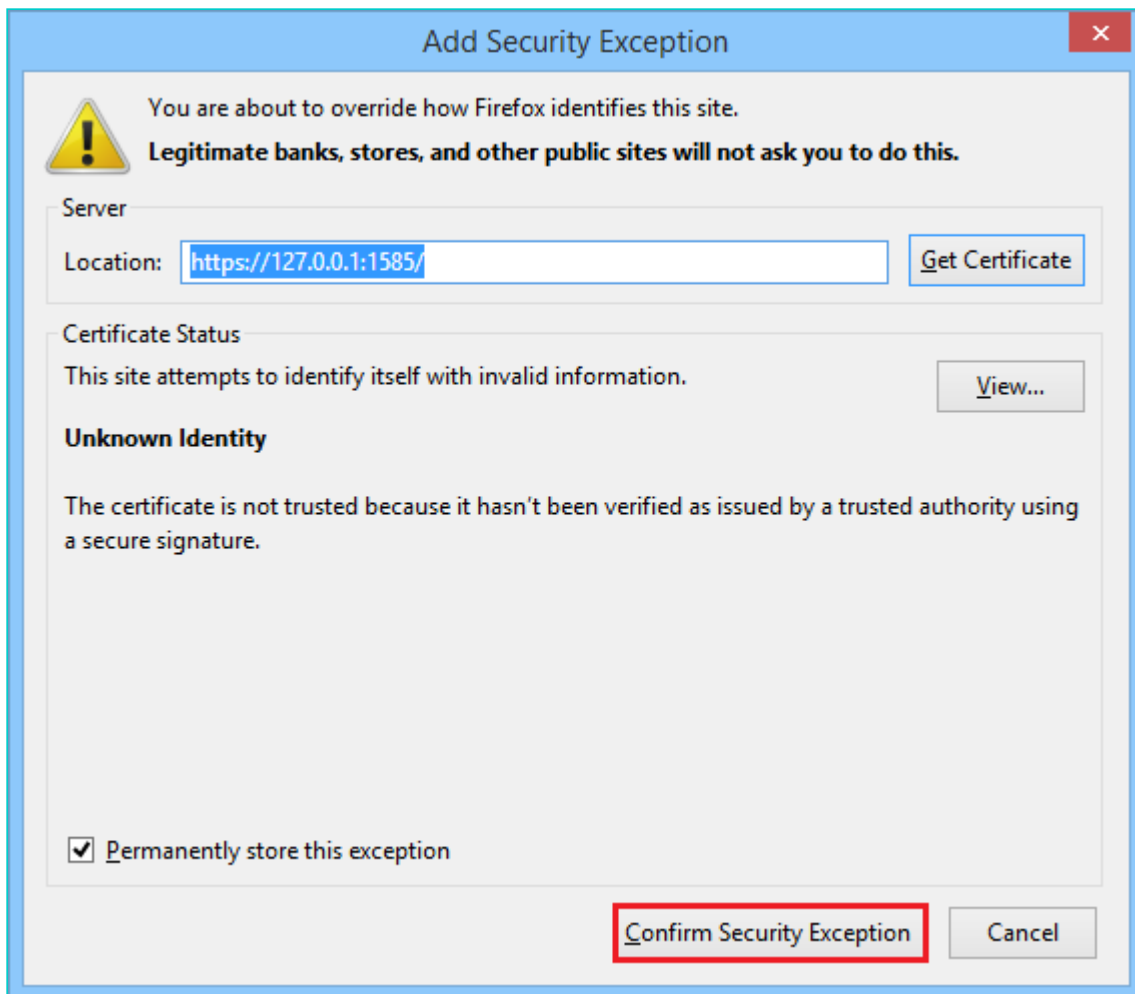
127.0.0.1:1585 uses an invalid security certificate.

The certificate is not trusted because it is self-signed.

Error code: [SEC_ERROR_UNKNOWN_ISSUER](#)

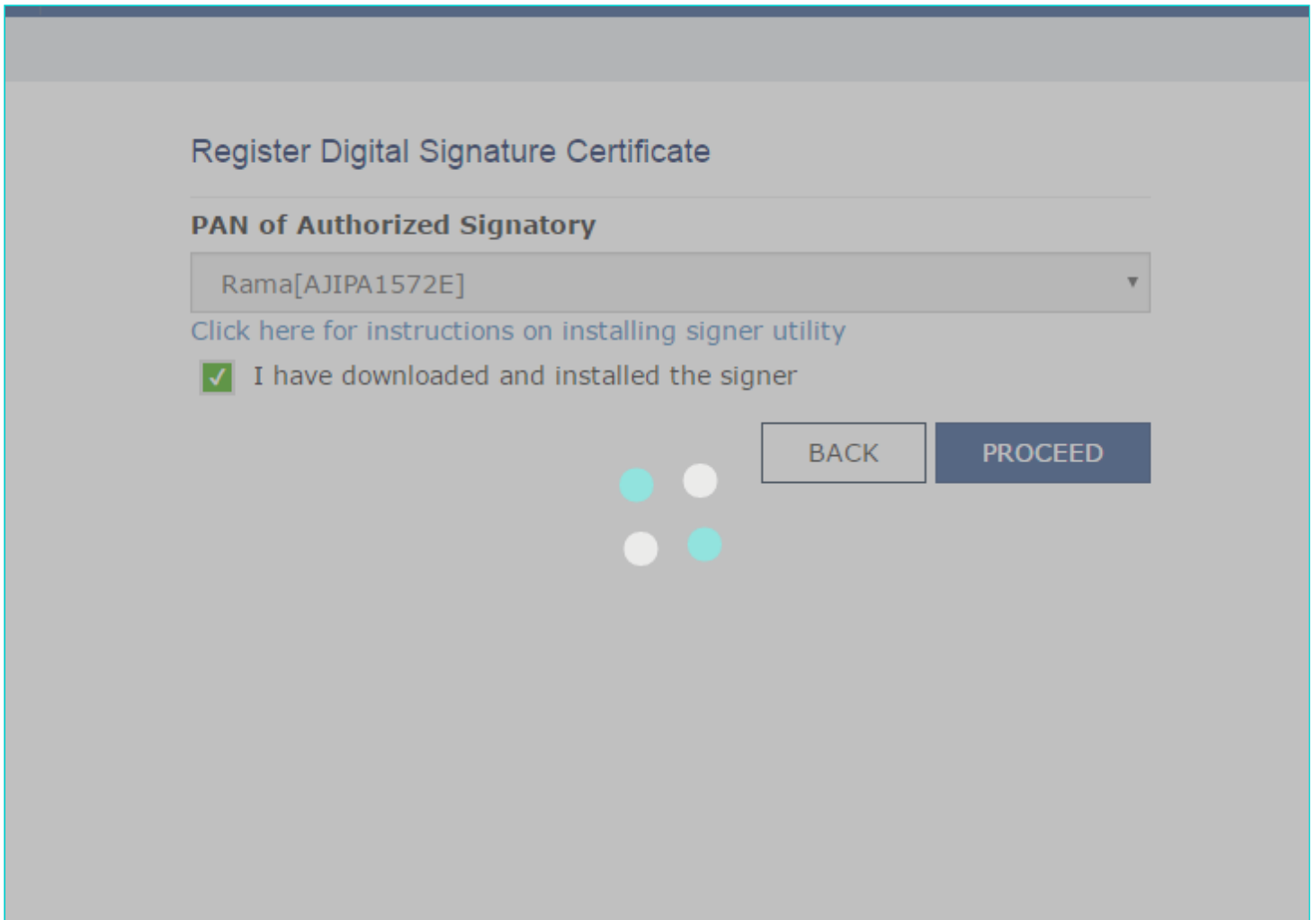
[Add Exception...](#)

6. Click the **Confirm Security Exception** button.

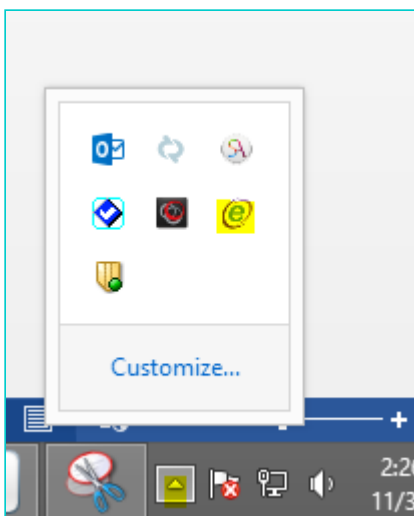


8. I am facing the issue that the Websocket is not visible. What should I do?

If you are facing the below error after clicking the PROCEED button or if the websocket is not visible, you need to start the emSigner.



Click the emSigner icon in the taskbar. If websocket is already opened, it will be visible. Otherwise you need to restart the emSigner server.



9. How can I install the Web Socket Installer on MAC?

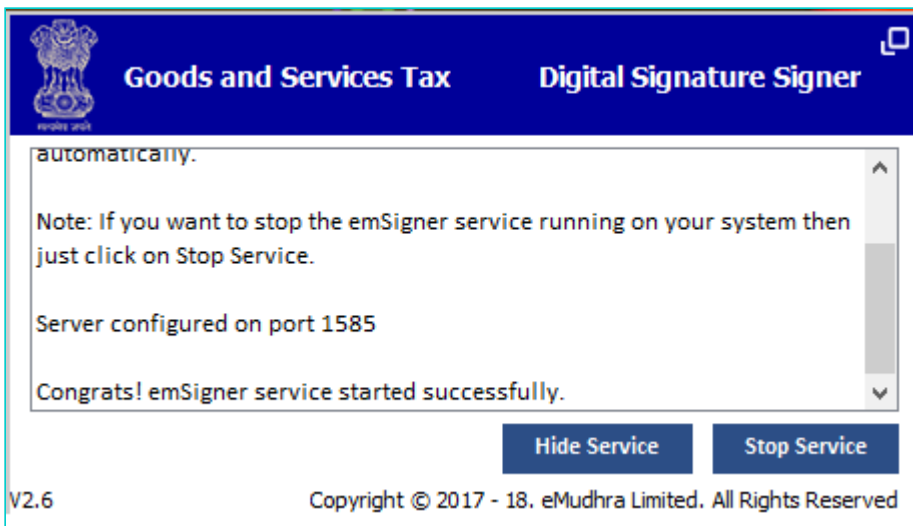
1. Download Web Socket installer for Macintosh OS
2. Unzip the downloaded folder.
3. Open shellsript and navigate to the downloaded folder
4. Execute `./startserver.sh` command

```
.krishnans-MacBook-Air:emsigner-v1.2 SrikrishnanShankar$  
.krishnans-MacBook-Air:emsigner-v1.2 SrikrishnanShankar$  
.krishnans-MacBook-Air:emsigner-v1.2 SrikrishnanShankar$  
.krishnans-MacBook-Air:emsigner-v1.2 SrikrishnanShankar$ ./startserver.sh  
a.io.IOException: Cannot run program "cmd": error=2, No such file or direc
```

5. If emSigner is started successfully, below message is displayed. Click the **OK** button.



6. In task bar, emSigner icon will be created and you can see the status of the emSigner server.



Note:

Uninstall the emSigner before installing any new emSigner. Always follow below instructions to check your DSC certificate.

Step 1- Go to **Internet Explorer** (press ALT-X)

Step 2- Go to **Internet options > Content** tab

Step 3- Click the **Certificates** button. Select your DSC certificate. Click the **View** button.

Step 4- Click the **Details** tab of your certificate. Scroll down and go to **Key Usage**.

It should be "Digital Signature, Non-Repudiation".

If it is "Key Encipherment" please remove this Certificate from windows store.