

DSC Usage and Troubleshooting Guide for Tax Officers

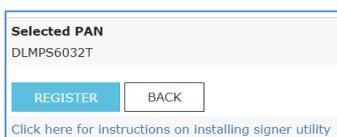
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Steps to register DSC:

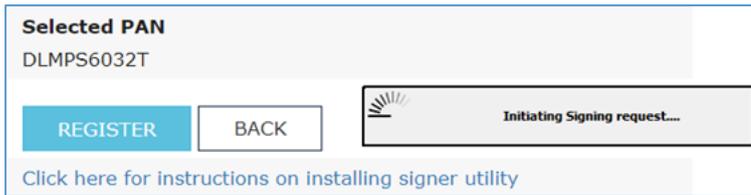
1. Please ensure the following before installing emsigner –
 - a. Java Runtime Environment version 1.6 or above is installed
 - b. User has administrative access of the local machine
2. Check and uninstall any previously installed version of emsigner
3. Download version 2.6 of emsigner from the GST Portal, and install it
4. Run newly installed emsigner version 2.6 as administrator, a confirmation message will be shown.
5. Go to task bar, and double click on the emsigner icon



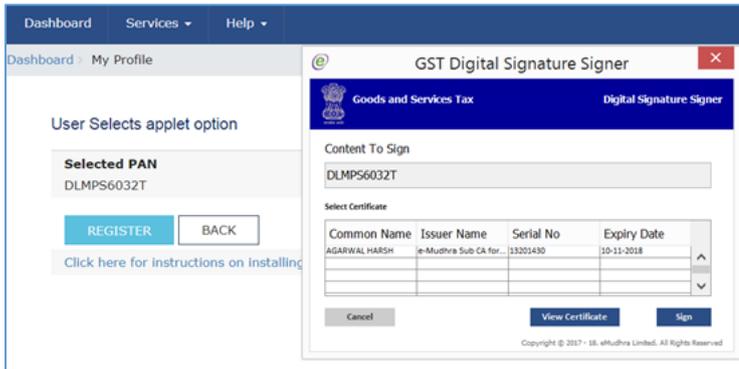
6. Please ensure the following before using the DSC device –
 - a. PAN based DSC is being used – name/aadhar based DSC will not work
 - b. PAN used for issuing the DSC is same as the PAN associated with the user’s profile on GST Common Portal – otherwise “mismatch” error will be shown
7. Plug-in the DSC device to be registered
8. Login to GST Portal with user ID and password given by the state administrator
9. Go to “Register DSC” page
10. Run the following pre-checks before registering DSC:
 - * **Please refer to additional steps if you are using Firefox browser**
 - a. Open a new tab in the browser and go to <https://127.0.0.1:1585>
 - b. This would show a warning page, click on advanced – click on proceed to 127.0.0.1
 - c. Return to the tab where Register DSC page was open
11. Confirm that the PAN shown on the page is same with which DSC has been obtained



12. Click on “Register” button – this will initiate emsigner



13. Select the certificate from the list, and click sign

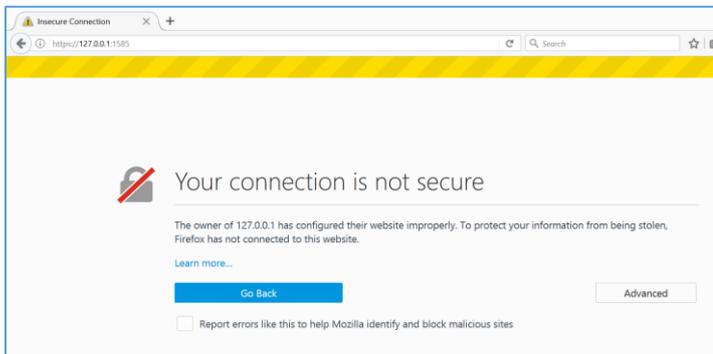


14. Enter your PIN to validate the DSC.

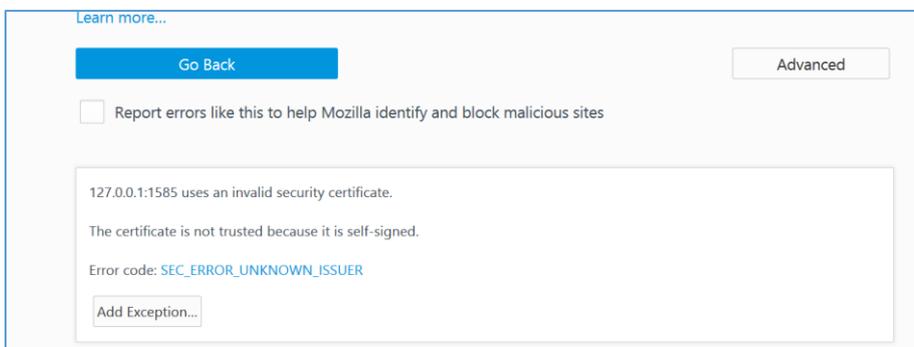
15. The DSC is now registered successfully with GST Common Portal and is ready to use.

Additional Steps for Firefox Users:

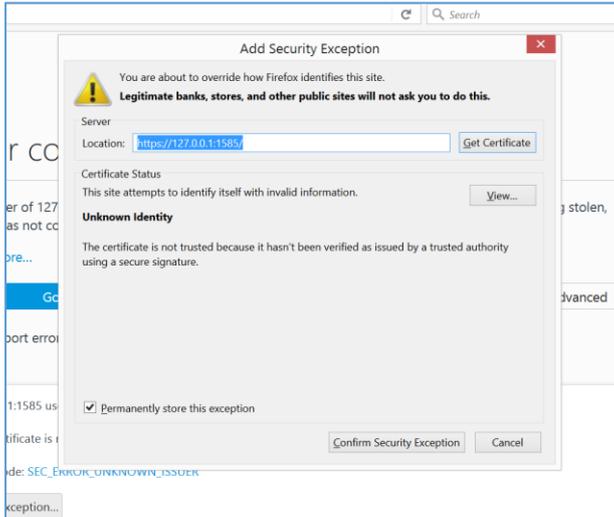
a) Open <https://127.0.0.1:1585> in a new tab, this will show a warning page, click on “Advanced” button towards bottom right corner



b) The browser will prompt to add security exception, click “Add Exception...” button at bottom left corner



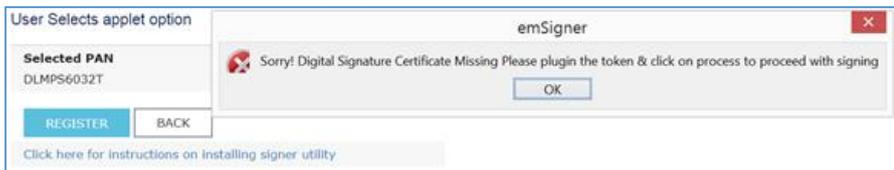
- c) A window will pop-up for confirmation of adding the certificate, click “Confirm Security Exception” button on the pop-up



- d) Return to the Register DSC page

Troubleshooting DSC Related Issues:

1. DSC device not connected properly, reinsert the DSC device and try

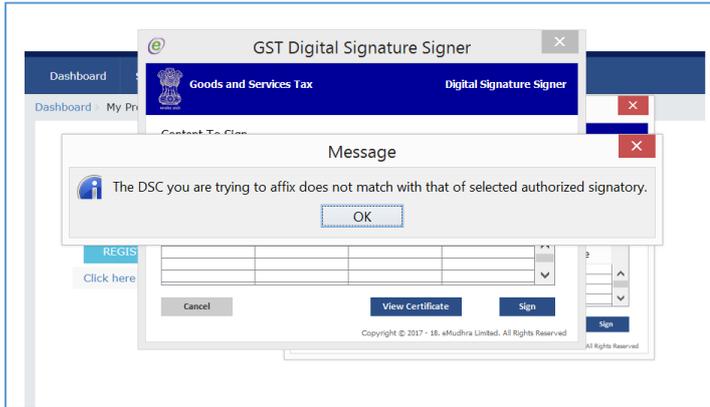


If you are still getting the same issue again, please follow the below mention steps

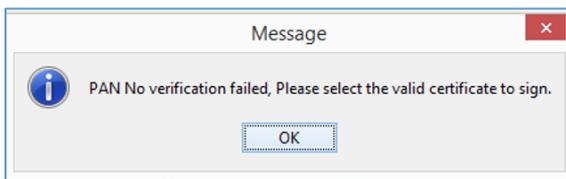
Note: Uninstall all the emsigner before installing any emSigner.

- Step 1- Go to internet explorer - > press ALT-X
 - Step 2- Go to internet option - >select content tab.
 - Step 3- click on certificate button- > select your DSC certificate ->click on view
 - Step 4- click on details tab of your certificate – >Scroll and go to Key Usage
- It should be “Digital Signature, Non-Repudiation”
If it is “Key Encipherment” please remove this Certificate from windows store.

- PAN associated with the user profile on GST Common Portal is not same as PAN used for obtaining the DSC – use the correct DSC device and try again

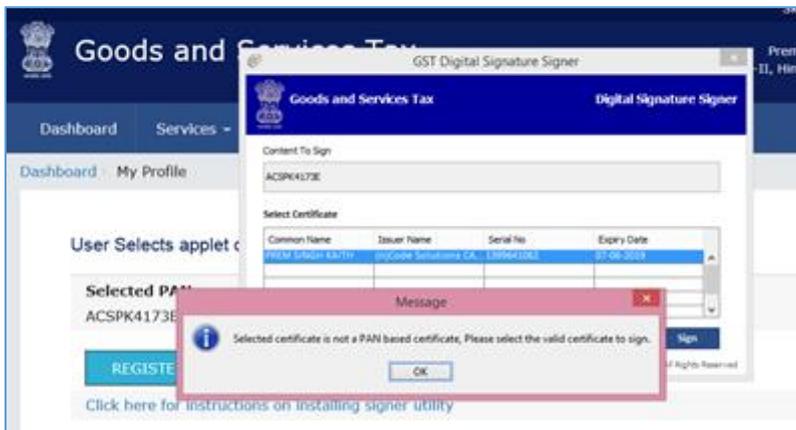


or

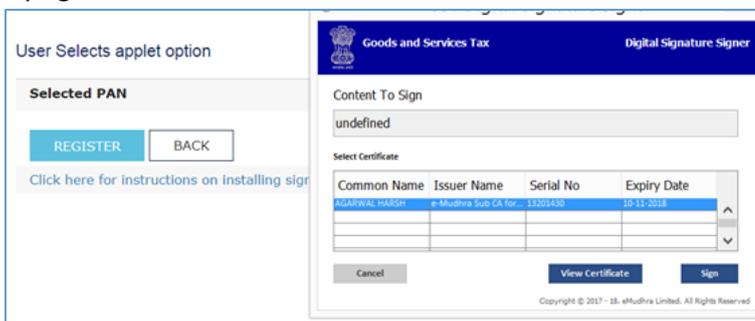


If this issue still persist, please check with your vendor team whether the serial no. of the DSC is pan based or not

- DSC device being used is not a PAN based DSC. Please obtain a PAN based DSC and try again



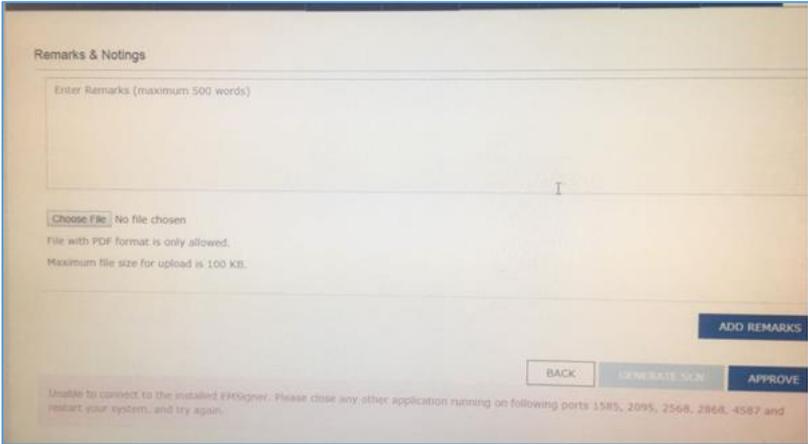
- “Undefined” at the time of registering DSC – please cancel, restart emsigner as administrator, go back to dashboard, navigate to Register DSC page from profile option and try again



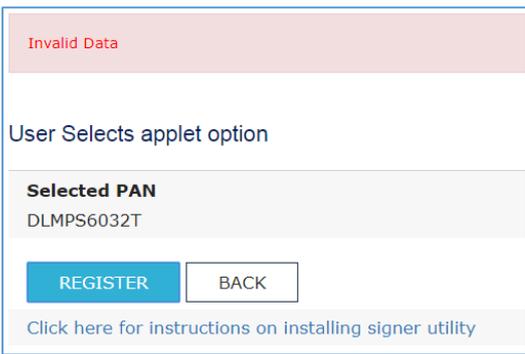
5. “Unable to connect to emsigner” Error – exit the emsigner and restart it. Ensure that the above pre-requisites have been met.

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

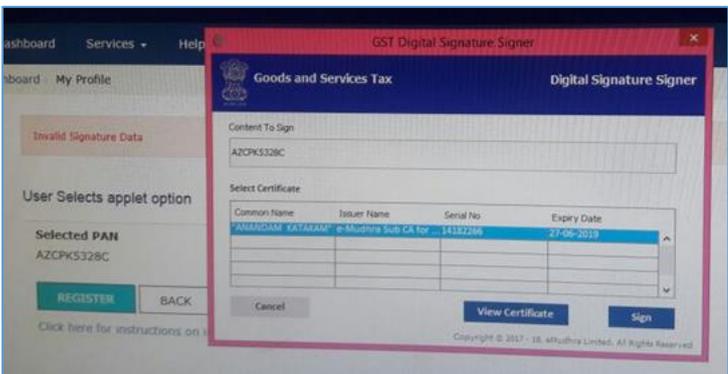
Or,



6. “Invalid Data” Error”: PAN might not have been picked correctly. Please restart emsigner and try again



7. “Invalid Signature Data” Error: Sign data is improper. Please restart emsigner and try again
 - a. If the DSC has been recently converted from name based to PAN based, please check with the DSC provider if the conversion is correctly done. It is best to have the DSC reissued



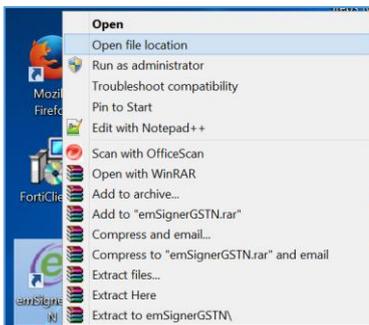
8. Apart from these, there are some vendor specific requirements that will have to be taken care before using DSC device with GST Common Portal. For example, “ePass2003” DSC requires user to first login to their utility each time device is plugged in. Please refer to the user manual of the provider for any such requirements.

How to check if DSC & emsigner is working properly

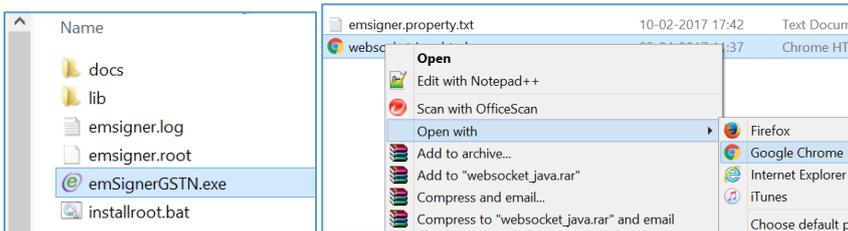
Executing these steps will confirm the following independently of the GST Common Portal

- a. Emsigner utility is running correctly
- b. DSC being used is PAN based DSC
- c. PAN used to issue the DSC is same as the PAN given in step#6

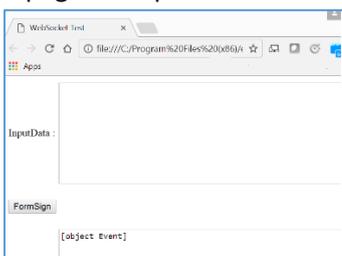
1. Right click on the emsigner icon and select open file location



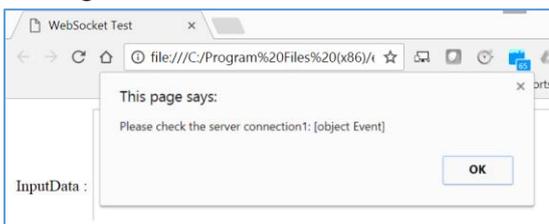
2. This will open file explorer as below. Navigate to the “docs” folder, right click on “websocket_java.html” and open in chrome browser



3. A page will open in chrome browser as below

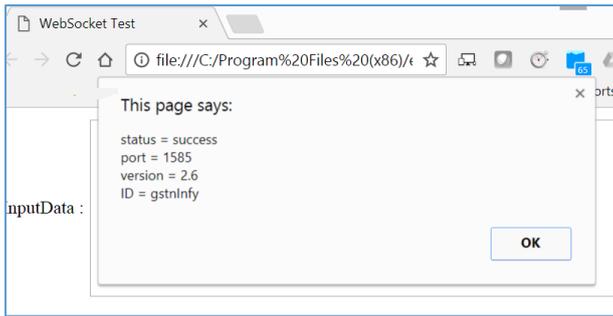


4. If there is a message like shown below, then please check if emsigner utility is running. If it is running, exit and restart it as administrator. Repeat the steps

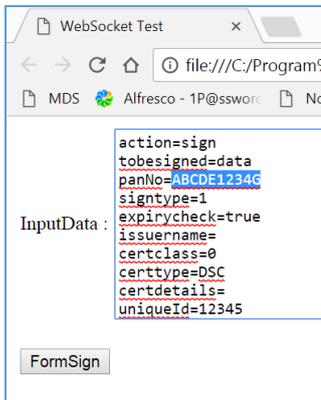




5. If emsigner is running properly, the below message will be displayed

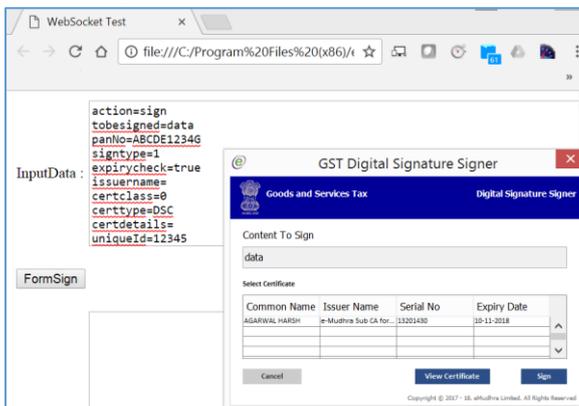


6. Copy the text from embedded text file and paste it in the first box on the page (replace highlighted text with PAN of the GST User who is trying to register DSC on GST Common Portal), click on FormSign button



Text to test DSC

7. The emsigner certificate selection box will appear



8. Select the certificate and click sign.
- The below error indicates that either
 - the DSC is not as the same PAN given in step #6, or
 - the DSC is not a PAN based DSC – please contact your provider to confirm



b. Else, the utility will prompt for PIN



c. Input the correct PIN and click OK. The following message box should appear

