

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

	Goods and Services Tax Digital Signature Signe	ں r
🤿 🛛 🛡 🔯	Note: If you want to stop the emSigner service running on your system then just click on Stop Service.	^
🔤 🗟 🙆	Server configured on port 1585	
	Congrats! emSigner service started successfully.	~
Customize	< >	
	Hide Service Stop Servic	e

- 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

Selected PAN	
DLMPS6032T	
REGISTER	BACK
Click here for inst	ructions on installing signer utility



12. Click on "Register" button – this will initiate emsigner

Selected PAN DLMPS6032T			
REGISTER	BACK	<u> 31111/1</u>	Initiating Signing request
Click here for inst	ructions on in	stalling sigr	ner utility

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

Dashboard	Services -	Help 👻					
ashboard > My	Profile		e	GST Digital :	Signature	Signer	×
User Se	lects applet op	otion	Goods and S	iervices Tax		Digital Signatu	re Signei
Select	ed PAN 6032T		Content To Sign DLMPS6032T				
REC	GISTER	JACK	Select Certificate	Issuer Name	Serial No	Expiry Date	
Click he	ere for instructio	ons on installing				10-11-2010	~
			Cancel		View Cer	tificate	iign

- 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

🔔 Insecure Connection 🛛 🗙	+	
(i) https://127.0.0.1:1585	C Q, Search	☆│自
1	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	

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

CO Dack		Advanced
Report errors like this to	help Mozilla identify and block malicious sites	
127.0.0.1:1585 uses an invalid se	ecurity certificate.	
The certificate is not trusted bec	ause it is self-signed.	
Frror code: SEC_ERROR_UNKNO	WN ISSUER	
	ISSOER	



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

	C Q, Search	
	Add Security Exception	
	You are about to override how Firefox identifies this site. Legitimate banks, stores, and other public sites will not ask you to do this.	
	Server	
CO	Location: https://127.0.0.1:1585/	
	Certificate Status	
r of 127	This site attempts to identify itself with invalid information.	1 stolen
is not cc	Unknown Identity	j storen,
re	The certificate is not trusted because it hasn't been verified as issued by a trusted authority using a secure signature.	
Gc		dvanced
ort erroi		
:1585 us	Permanently store this exception	
ficate is r	Confirm Security Exception Cancel	
de: SEC_Err	KOK_DIAKINOMIN_I220EK	
ception		

d) Return to the Register DSC page

Troubleshooting DSC Related Issues:

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

User Selects applet option	emSigner
Selected PAN DLMPS6032T	Sorry! Digital Signature Certificate Missing Please plugin the token & click on process to proceed with signing
REGISTER BACK	
Click here for instructions on in	nstalling signer utility

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.



2. 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

	@ GST Digital Sigr	nature Signer ×	
Dashboard S Dashboard > My Pre	Goods and Services Tax	Digital Signature Signer	
	Control To Clan Messa	age 🛛	
👔 The D	SC you are trying to affix does not ma	atch with that of selected authorized signatory.	
REGIS Click here	Cancel	View Certificate Sign pyright © 2017- 18. «Rudhra Linited, All Rights Reserved All Rights Reserved	
	Message	×	
PAN No	verification failed, Please select t	the valid certificate to sign.	

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

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

2		Coods and S	ervices Tax		DioRal Signatu	ee Sloner
ashboard	Services -	(iii)			Contraction of the second	
		Content To Sign				
hboard My	/ Profile	ACSPK4172E				
		Select Certificate				
User Se	lects applet c	Common Name	Issuer Name	Serial No.	Expry Date	
0.0000000		WICH STUDE KATTY	(N)Code Setulums	A. L199641062	07,06-2019	-
Select	ed PA**	1	Message			
ACSPK	41736	rhed contilicate is not a 2	AN based certificate 1	Name release the color	cetificate in size	den .
	0					

4. "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

User Selects applet option	Goods and Serv	rices Tax		Digital Signatur	e Sign
Selected PAN	Content To Sign				
	undefined				
REGISTER BACK	Select Certificate				
Click here for instructions on installing sigr	Common Name Iss	suer Name	Serial No	Expiry Date	
	AGARWAL HARSH e-M	ludhra Sub CA for	13201430	10-11-2018	^
					~
	Cancel		View Cert	ificate S	ign
			Copyright @ 2017	- 18. eMudhra Limited. All Rig	hts Reserv



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

amarks & Notings	
Enter Remarks (maximum 500 words)	
	and the second
	1
Choose File No file chosen	
File with PDF format is only allowed.	
Maximum file size for upload is 100 KB.	
	ADO REMARKS

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

Invalid Data	
User Selects appl	et option
REGISTER	BACK
Click here for instr	ructions on installing signer utility

- 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

nooard Services - Help		GST Dig	ital Signature Sig	ner	1.11100-
ard My Profile	Goods and	Services Tax		Digital Signat	ure Signei
Invalid Signature Data	Content To Sign AZCPK5328C				
User Selects applet option	Select Certificate	Ing arr Name	Canial No.		
Selected PAN AZCPK5328C	ANAROAM KATAD	VA* e-Mudriva Sub CA	or14382266	27405-2019	^
REGISTER BACK	Cancel		View Ce	rtificate	v Sign



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

^	Name	📄 emsig	ner.p	roperty.txt	10-02-2017 1	7:42	Text Docume
	 docs lib emsigner.log emsigner.root emSignerGSTN.exe installroot.bat 	© websc		Open Edit with Notepad++ Scan with OfficeScan Open with Add to archive Add to "websocket java.rar" Compress and email Compress to "websocket java.rar" an	d email	1:37 ම ම ම ම ම	Chrome HTN Firefox Google Chrome Internet Explorer iTunes Choose default pr

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



7. The emsigner certificate selection box will appear



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

rue	e	GST Digital	Signature	Signer	
	Goods and S	Services Tax		Digital Signatu	re Signer
			Message		
			OK		
	Common Name	Issuer Name	OK Serial No	Evniry Date	_
led	Common Name	Issuer Name e-Mudhra Sub CA for	OK Serial No 13201430	Expiry Date	
led	Common Name	Issuer Name e-Muchra Sub CA for	OK Serial No	Expiry Date	•
eled	Common Name	Issuer Name e-Mudima Sub CA for	OK Serial No 13201430	Expiry Date	^ ~
eled	Common Name AGARWAL HARSH Cancel	Issuer Name e-Mudhra Sub CA fo	OK Serial No 13201430 View Cert	Expiry Date	A V Ken



b. Else, the utility will prompt for PIN



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

