DSC Troubleshooting

Prepared by National Informatics Centre
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](image)

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

![Fig.DSC.2](image)
Step 3: Delete all certificates present there, shown in Fig.DSC.3:

![Figure DSC.3](image)

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

![Figure DSC.4](image)
Step 5: Under General Tab >> in Temporary Internet Files click on Setting, as shown in Fig.DSC.5:

![Fig.DSC.5](image)

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

![Fig.DSC.6](image)
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:
Step 8: Click on **Restore Security Prompts** on Security Tab page, as shown in Fig.DSC.9:

![Fig.DSC.9](image)

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](image)
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:
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.
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:
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: