FAQ- Webcdas

Q) What are the setting to be done in internet option in security tab for webcdas?

In Internet option, in security tab, default level of trusted site should be medium low.

Q) What are the setting to be done in internet option in advance tab for webcdas?

In internet option, in security tab, in advance tab, check should be present to USE SSL 2.0, USE 3.0 and check should not present to Check for server certificate revocation.

Q) What should be the date format in Regional option?

The date format in Regional setting should DD-MMM-YYYY on webcdas workstation.

Q) What should be the Time format in Regional option?

The time format in Regional setting should be HH:MM:SS for webcdas workstation.

Q) On starting the URL asking for installation of Silverlight, how to install it?

Single click on "CLICK NOW TO INSTALL". It will start installing the Silverlight.

Q) After installation of silverlight, is it necessary to install the contents pertained in CHECK / INSTALL prerequisites?

Yes, it is necessary to install the contents in CHECK/INSTALL prerequisites.

Q) After installation of siverlight, it is necessary to install the contents pertained in Silverlight 5 pre-requisites certificates?

Yes, it is necessary to install the contents in Silverlight 5 prerequisites certificates.

Q) After installation of Silverlight, it is necessary to install the contents pertained in Certificate?

Yes, it is necessary to install the contents in certificate**.**

Q) While login to webcdas message is displaying as "Invalid login id/Password" error message is displaying?

Check whether the entered login id and password is proper.

Q) While logging into the application, the ADMIN / USER password got "BLOCKED"

The ADMIN / USER will request to CDSL IT-Helpdesk Dept. through scanned letter mentioning their Login / User ID duly signed by their Compliance Officer or Authorized Signatory for reset of Activation code which will be forwarded to Network Dept. official for processing the same.

Q) While logging into the application, message displayed as "Failed to connect to server".

Check internal network connection whether the connectivity is proper or not. Also check the network related settings whether configured properly or not. If there is any problem in the network connectivity then it should be escalated to the Network Department either CDSL or BSE.

Q) While logging into the application, the USER password got locked or want to reset the same

The USER has to approach his / her ADMIN for unlocking or resetting of their password.

Q) While logging into the application, message shown as "Please wait" and then "Request Timed Out".

Delete cookies and files from Tools→Internet Options→General→Delete" Tab

Q)   While starting the master "Request Time out error message is displaying"

   Normally this error message occurs

   1.   Due to slow network connection. Suggested solution : check the network connection/speed
   2.   If DP/RTAs are inquiry bulk Data. Solution : Inquiry shall be spitted into small traches

Q)   While executing any transaction message is displaying as "Session Timeout"

   This is due to session timeout expire. Suggested to re- login into master or re-enter the
   Transaction.

Q) While starting the report module message displays as "Invalid host report Directory /Report download Shared path

   Configure the report download path from database administration module.

Q)   Clicking on report module, it is not getting initializing.

   Enter following url in http://cdslweb.cdslindia.com and http://cdslapp.cdslindia.com in Trusted site.

   In security tab, for internet default level should be medium high, local intranet default level should be   medium low and default level for trusted site should be medium low.

Q) Trying to view the formatted report, message is displaying as "Initialisation failed"

   Install the SAP crystal report available in CHECK/INSTALL prerequisites on login page

Q) In report module, clicking on OPCONSOLE Report message is displaying as " Auto Download Report directory is not defined"

Configure the Auto Download path from database administration module.

Q) While starting OPERATOR CONSOLE module "message is displaying as "Automatic Download shared path cannot be blank, Please set automatic download shared path in DBA module".

Configure the Auto Download path from database administration module.

Q) While starting the OPERATOR CONSOLE module message is displaying as "Automatic Download shared path is not accessible". Please check DP configuration from DBA module.

Ask user to check the path in database administration module.

Q) Some of the menu-functionalities available to ADMIN user is not available to other user class

ADMIN user of the DP has to give rights to other user class through DATABASE administrator module.

Q) While going into any module or menu, message displayed as "No module / menu to display".

User has to wait for 5-10 seconds after logging into the Webcdas application and also after going into any module because executables have to be downloaded from central server to local machine.

Q) While opening Reports module, message displayed as "Invalid host report directory path \\< IP Address>\Cdas\Reports".

The above path should be typed in Start → Run path to check whether any login credential is being prompted by the system or whether access / proper rights are given to the "Reports" folder path.

Q) While opening Reports module, message displayed as "Application already running".

DP user should single click on any module instead of double clicking which causes this problem.

Q) While opening Reports module, message displayed as "Application cannot be started. Contact the application vendor".

Follow the steps given below:

a.) First find out the login id used for logging into the Windows application.

b.) Then guide user to go into the C:\Users\<Login ID> path.

c.) Click on "Organize" option. Then click on "Folder and Search Options" option. Now click on "View" menu. Then click on "Show all hidden files or folders" option.

d.) Now go back to C:\Users\<Login ID>\Appdata\Local\Apps\2.0 folder path and delete the contents of it.

e.) When DP user logins into the application and single clicks on Reports module then the application will prompt the user to "Install / Don't Install" message. Now DP user needs to click on the "Install" option which will install the Reports application and open the module.

Q) Message displayed as "Debugging resource strings are unavailable" while working in the Webcdas Application.

In the Internet Explorer browser, go to Tools → Internet Options → General Tab → Delete Cookies & Files. Then go to Tools → Internet Options → Privacy Tab → Remove check mark from popup blocker. Finally go to Tools → Internet Options → Advanced Tab → below Security heading check mark the SSL 2.0, SSL 3.0, TLS 1.0 options. But if problem persists then check the connectivity with Servers and retry. If still the problem persists then contact Help Desk Team.

CDSLSECURE APP- REL-ID

Q) While launching CDSLSecureapp message shows as "Failed to connect to server"

Check connection profile (Internet, Intranet & proxy) or application block by antivirus, also check the connectivity.

Q) After entering user id , DP ID and password " message is displaying as "User login failed, Please contact administrator

User can start webcdas application from max 2 workstation. Restriction of TWO device binding reached (trying to registering the third device).

Q) LOGIN FAILED (wrong password)

User has 4 attempts to enter correct password which user has failed to enter.

Q) LOGIN FAILED (wrong forget secret question answer)

User can try to change secret pin from secondary device after correct secret answer which is failed.

Q) While logging into the application , the ADMIN /USER password got "SUSPENDED" on the Primary Device.

The ADMIN / USER entered incorrect PIN for 4 attempts after 4th attempt, User needs to enter the additional authentication secret answer of the secret question.