



Central Depository Services (India) Limited

Convenient Dependable Secure

COMMUNIQUE TO REGISTRAR & TRANSFER AGENTS

CDSL/OPS/RTA/SYSTEM/2022/87

April 20, 2022

UPGRADATION REL-ID CLIENT SOFTWARE AT USER END

CDSL has successfully implemented two-factor authentication at log-in for all users that connect to depository application using online / internet facility using REL-ID solution in April 2016. For ongoing enhancement of operation of authentication system, it has been decided to upgrade the REL-ID client software at user end shortly.

CDSL helpdesk officials will intimate in advance and coordinate with concerned RTA officials for the upgradation of REL-ID clients. We also enclosed some relevant information to share the look and feel of the new REL-ID client program after upgradation of the new REL-ID client application and pre-requisite network change to be done at RTA end before installation of new REL-ID client program.

We would also like to mention that knowing the Security Question and its answer set by the individual user in the REL-ID system is very important and essential during upgradation process. Hence, we request all users who does not remember the same, should change the secret question and its answer before the upgradation of REL-ID clients. User should also aware the mail id mentioned against the User in the CDAS system.

Queries regarding this communiqué may be addressed to **CDSL – Helpdesk**: on telephone numbers (022) 2305-8624, 2305-8639, 2305-8642, 2305-8663, 2305-8640, 2300-2041 or 2300-2033. Emails may be sent to: helpdesk@cdslindia.com.

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NEW REL-ID CLIENT UPGRADATION INFORMATION

Step 1. CDSL helpdesk official will provide new REL-ID client program (.zip) file to DP user

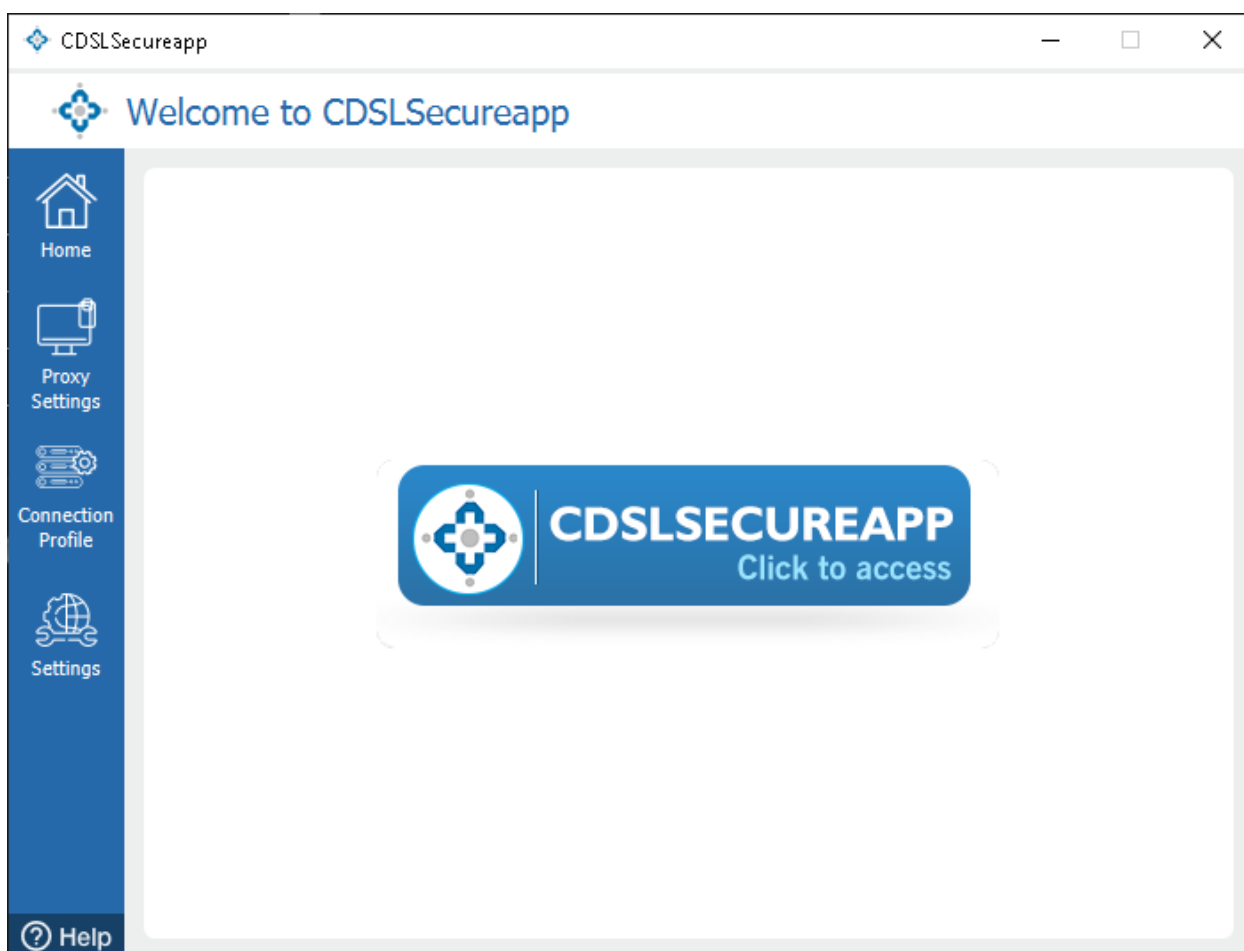
Step2. With the help of Admin equivalent user, please copy the ZIP file at the desktop where existing REL-ID program is running.

Step3. UnZIP the ZIP file. It will be an .EXE file (CDSLSecureappInstaller.exe)

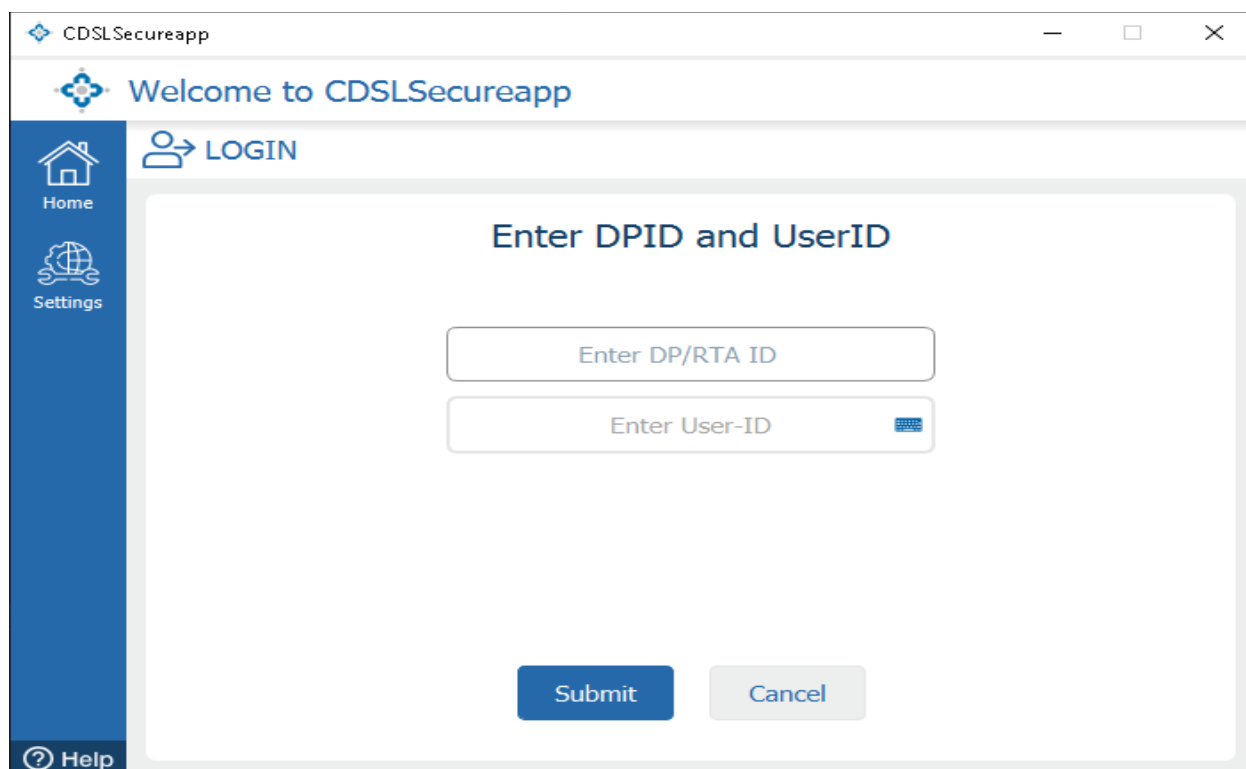
Step4. Using Control Panel->Programs and Features, please remove CDSLSecureapp program. This will remove the existing REL-ID client application

Step5. Now install CDSLSecureappInstaller.exe to install new REL-ID client application. After successful installation of new REL-ID client application, an icon will be created on the user desktop.

Step6. Click the icon created to run new REL-ID client program. It will show as follows:

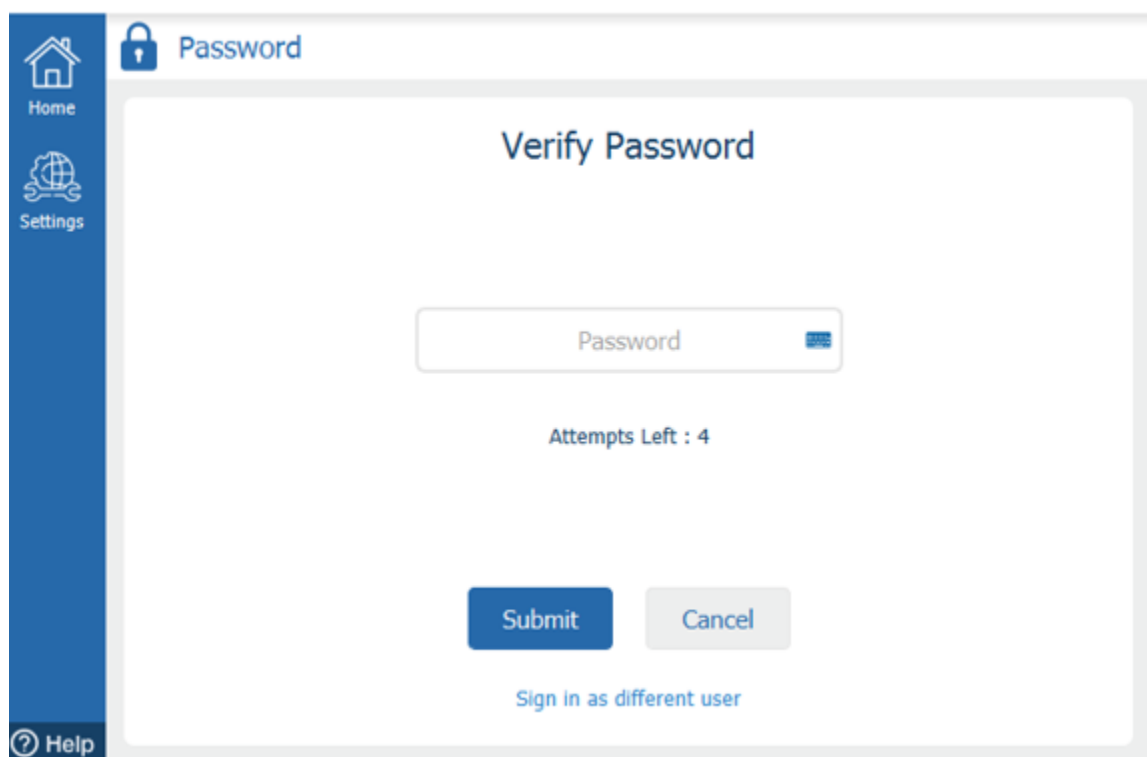


Step7. Click on “Click to access”. It will show as follows:



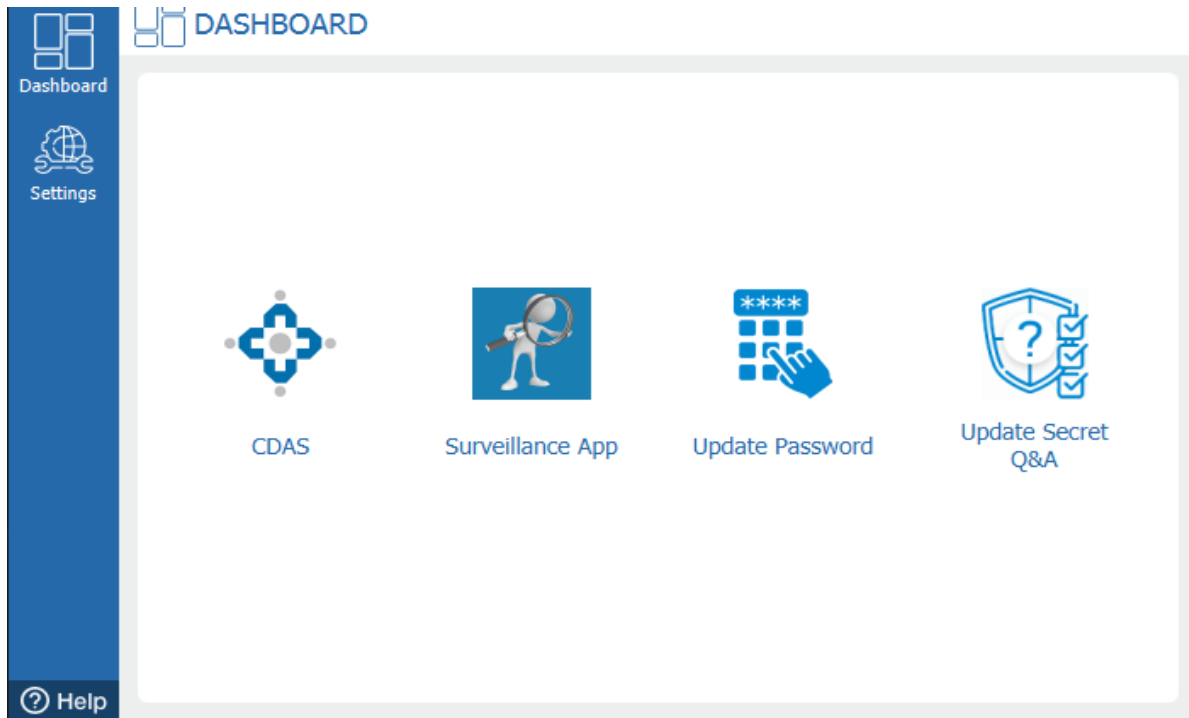
The screenshot shows the CDSL Secureapp login interface. The window title is "CDSLSecureapp". The header includes the CDSL logo and the text "Welcome to CDSLSecureapp". A left sidebar contains icons for "Home" (house) and "Settings" (globe), with a "Help" icon at the bottom. The main content area is titled "LOGIN" with a user icon. Below this, the heading "Enter DPID and UserID" is displayed. There are two input fields: "Enter DP/RTA ID" and "Enter User-ID" (which includes a keyboard icon). At the bottom of the form are "Submit" and "Cancel" buttons. A "Help" icon is located in the bottom-left corner of the sidebar.

Step8. Fill up DP ID and User ID and then click on Submit. It will show as follows:



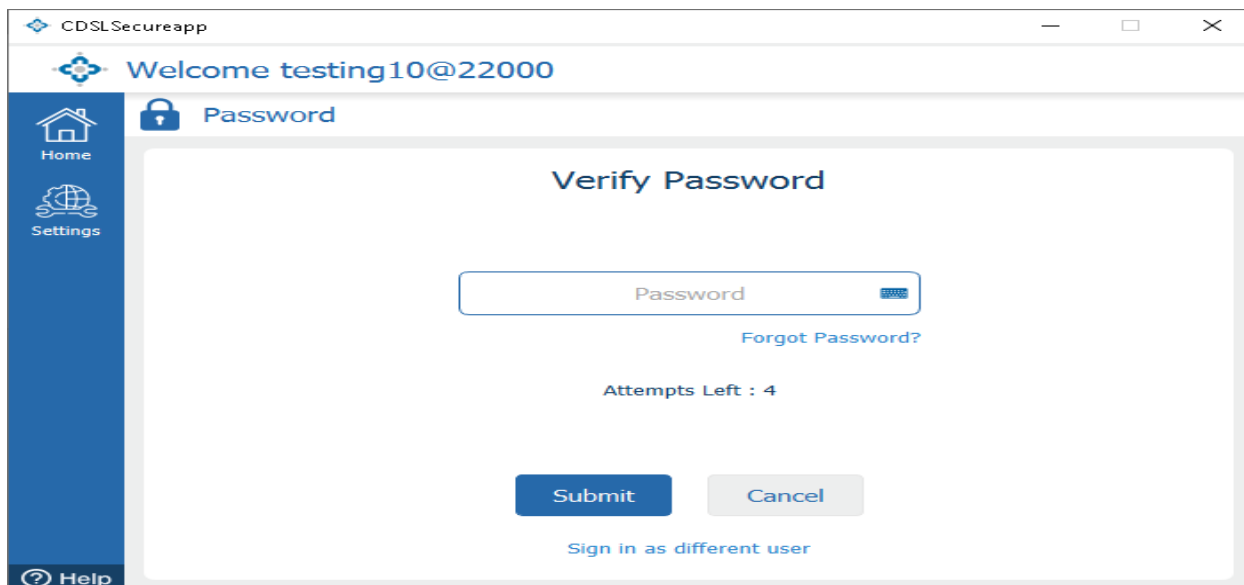
The screenshot shows the CDSL Secureapp password verification interface. The window title is "CDSL Secureapp". The header includes the CDSL logo and the text "Password". A left sidebar contains icons for "Home" (house) and "Settings" (globe), with a "Help" icon at the bottom. The main content area is titled "Verify Password". There is a single input field labeled "Password" with a keyboard icon. Below the input field, the text "Attempts Left : 4" is displayed. At the bottom of the form are "Submit" and "Cancel" buttons. A link "Sign in as different user" is located at the bottom of the main content area. A "Help" icon is located in the bottom-left corner of the sidebar.

The password should be existing password of the user, used in previous REL-ID program. After login the following screen will appear



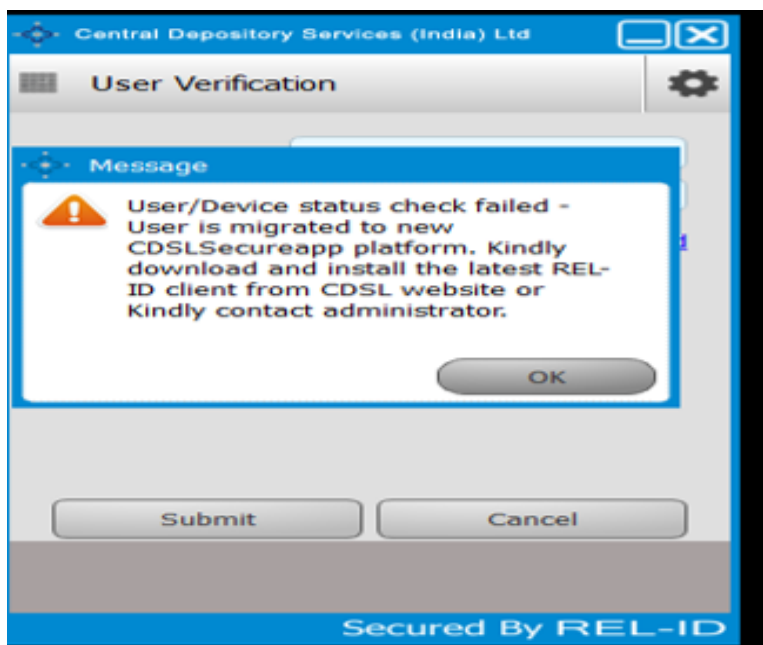
Other scenarios:

- A. If the user who had last login on the desktop, click on icon, it will directly show the following password screen as follows: The user details will be shown in the top left-hand side

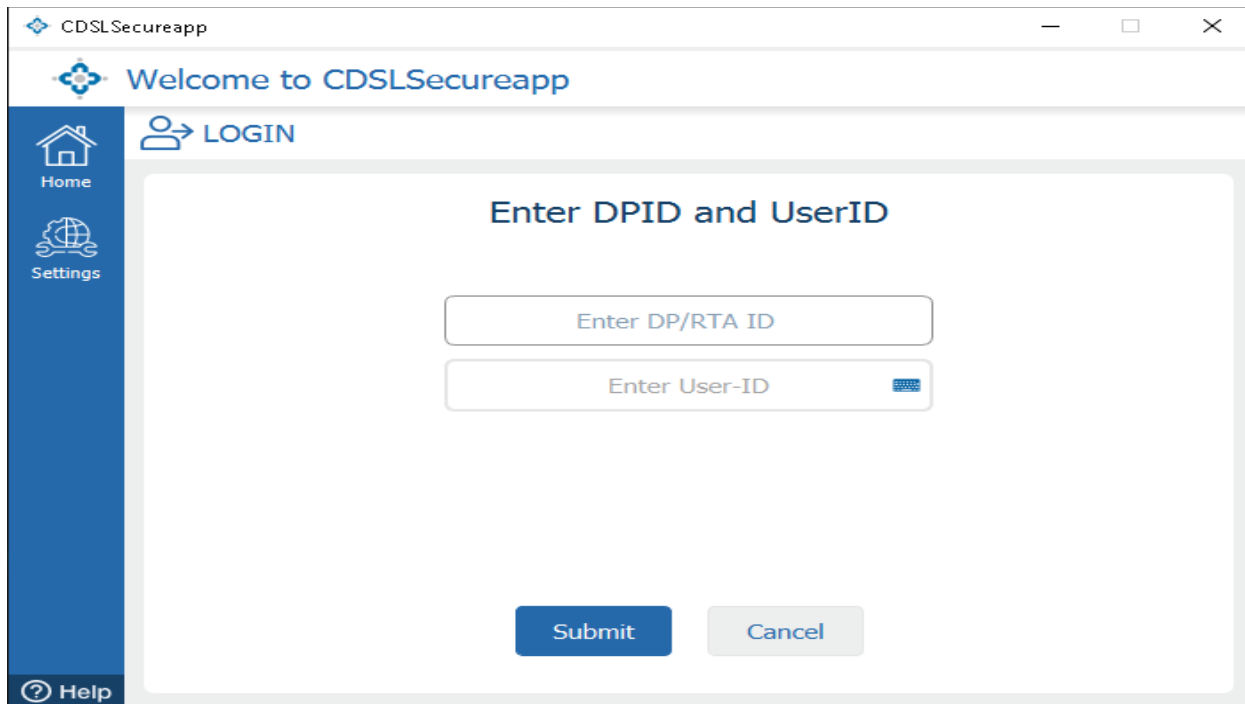


If other user tries to login on the same desktop, he / she needs to click on “sign in as different user” to get DP ID and User ID Screen

- B. Once the user has been migrated to new REL-ID client application, when he / she tries to login from another desktop where REL-ID old client program is there, he / she will get following message. New REL-ID application needs to install on this desktop for the migrated user. If any user has not been migrated to new REL-ID platform, he can login using old REL-ID client program.



- C. When **New User** is using new REL-ID Client application, he / she needs to go through device binding procedure as follows:



CDSLSecureapp

Welcome to CDSLSecureapp

LOGIN

Enter DPID and UserID

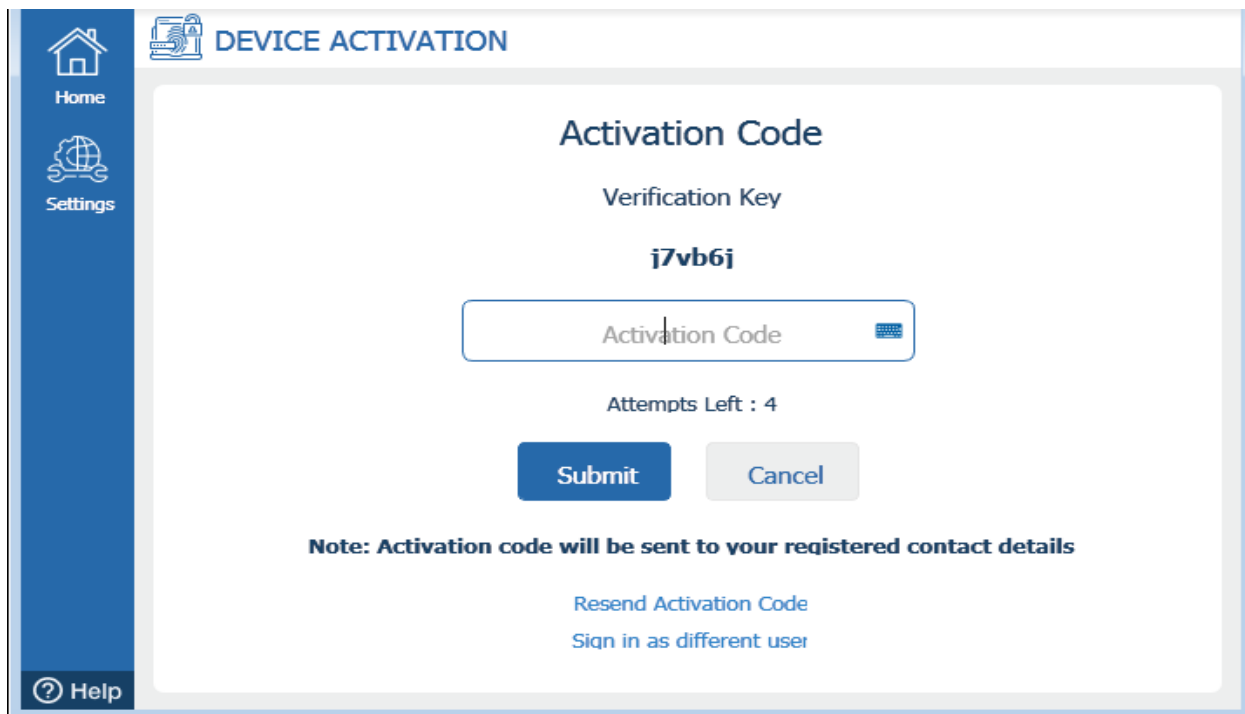
Enter DP/RTA ID

Enter User-ID

Submit Cancel

Help

Once fill up DP/RTA ID and USER ID and then click on Submit, the following screen will appear



DEVICE ACTIVATION

Activation Code

Verification Key

j7vb6j

Activation Code

Attempts Left : 4

Submit Cancel

Note: Activation code will be sent to your registered contact details

Resend Activation Code

Sign in as different user

Help

User will get system generated email giving Verification Key and Activation Code which will be valid for 10 minutes. He / She needs to type Activation Code and click Submit. Then the following screen appears

SECRET QUESTION AND ANSWER

Set Secret Question and Answer

What is the name of your mother?

Type your own question for better security.
Please remember your answer for authentication on other devices.

[Submit](#) [Cancel](#)

[Sign in as different user](#)

Then after click on Submit, the following screen will appear. The existing user should set password

Set New Password

[Submit](#) [Cancel](#)

[Sign in as different user](#)

Then he / she will be logged in successfully in the CDSLSecureapp

- D. When **existing User** is trying to login using new machine where REL-ID was not installed before, he / she needs to go through device binding procedure as follows: The following procedure is also valid for existing user who has not used the current desktop before

The screenshot shows the CDSLSecureapp login window. The title bar reads 'CDSLSecureapp'. The main header area says 'Welcome to CDSLSecureapp' with a logo. Below this, there is a 'LOGIN' button with a user icon. A left sidebar contains 'Home' (house icon) and 'Settings' (globe icon). The main content area is titled 'Enter DPID and UserID'. It contains two input fields: 'Enter DP/RTA ID' and 'Enter User-ID' (which has a password icon). At the bottom are 'Submit' and 'Cancel' buttons. A 'Help' button with a question mark icon is in the bottom-left corner of the sidebar.

Once fill up DP/RTA ID and USER ID and then click on Submit, the following screen will appear

Home
Settings

DEVICE ACTIVATION

Activation Code

Verification Key

j7vb6j

Activation Code

Attempts Left : 4

Submit Cancel

Note: Activation code will be sent to your registered contact details

[Resend Activation Code](#)
[Sign in as different user](#)

Help

User will get system generated email giving Verification Key and Activation Code which will be valid for 10 minutes. He / She needs to type Activation Code and click Submit. Then the following screen appears

Home
Settings

SECRET QUESTION AND ANSWER

Verify Secret Answer

cdsl

Answer

Attempts Left : 4

Kindly provide the answer (case-sensitive) which was set during activation

Submit Cancel

[Sign in as different user](#)

Help

Then after click on Submit, the user will be asked to give his existing password as follows:

The screenshot shows a web application window titled "CDSLSecureapp". The header bar displays a welcome message "Welcome testing10@22000" next to a logo. A left-hand navigation menu is visible with icons and labels for "Home", "Settings", and "Help". The main content area is titled "Password" and contains a "Verify Password" section. This section includes a password input field with a placeholder "Password" and a toggle icon. Below the input field is a link "Forgot Password?". A status message "Attempts Left : 4" is displayed. At the bottom of the section are two buttons: "Submit" (in blue) and "Cancel" (in grey). Below these buttons is a link "Sign in as different user".

After giving correct password, the user will be logged in successfully.

Pre-requisite changes at the DP end network configuration to migrate to new REL-ID client program

The following information is **not** applicable for the following REL-ID users, who

- I) Is using Internet connectivity for login to CDAS application , but not done any specific whitelisting for the URL / Public IP used for CDSL end REL-ID server.
- II) Is using Intranet (i.e. leased line connectivity through BSE / CDSL) and assigned BSE private LAN pool IP to the desktop where REL-ID client program is running.

The following information is important for the users who has running REL-ID client application, connected behind the DP / RTA owned firewall and whitelisted specific URL / IP address to run REL-ID program.

FOR Internet:

Currently, the following URL / Public IP addresses and the port have been whitelisted by the network team of DP at their end.

Public IP address	URL	Port
125.16.3.95	Relidweb.cdslindia.com	443
115.111.25.103		
121.242.210.98		
61.95.148.39		

Now the following additional URL / Public IP addresses and the port must be whitelisted with help of their network team at DP end

Public IP address	URL	Port
125.16.3.94	Relidwebn.cdslindia.com	443
115.111.25.95		
121.242.210.117		
61.95.148.46		

Ensure that DNS (Name to IP) resolution for the above URL is happening from the client desktop before new REL-ID client application migration.

FOR Intranet (Private Leased line users):

Currently, the following URL / Private IP addresses and the port have been whitelisted by the network team of DP at their end.

Private IP address	URL	Port
192.168.2.231	Relid.cdslindia.com	443
192.168.2.232		

Now the following additional URL / Private IP addresses and the port must be whitelisted with help of their network team at DP end

Private IP address	URL	Port
192.168.2.241	Relidn.cdslindia.com	443
192.168.2.242		

Ensure that DNS (Name to IP) resolution for the above URL is happening from the client desktop before new REL-ID client application migration. The Primary Private DNS server IP at CDSL end is 192.168.2.239.