## E-token & JAVA settings USER MANUAL

While trying to commit or approve a transaction punched by a DP or CM error message displayed as "Object doesn't support this property or method" or "Failed to validate certificate".

	category r errit	
Application Blocked for Se	curity	×
Failed to validate The application w	certificate. ill not be executed.	
Name: JSignApplet Location: https://web	: o.cdslindia.com	
	OK	More Information
Message from webpage	e	×
Message from webpage	e on occurred !! Error name: TypeError. E oport property or method 'setPKCS11U	rror message: Object I'

Reason: Either Java application not installed or its settings are not properly set.

**Solution:** There are basically 3 steps to resolve this issue. They are as follows:

**<u>STEP 1</u>**: First inform the user to remove the E-token connected from the USB slot. Then go to CONTROL PANEL  $\rightarrow$  PROGRAMS  $\rightarrow$  JAVA (to check JAVA version installed).

(<u>NOTE</u>: JAVA to be used for the Easiest application needs to be of latest version installed from the developer site and Java (32-bit) only)

By typing JRE 8 on Google you get the link from which the latest version can be downloaded & installed.





<u>ہ</u>			Java Cont	rol Panel		- 🗆 ×	
General	Update Ja	va Security	Advanced				
General Update Java Security Advanced View and manage ava Runtime versions and settings for Java applications and applets. View Modify Click on JAVA Tab							
				ОК	Cance	Apply	
<u></u>		Java Ru	intime Envir	onment Settings		×	
User s	ystem						
Pla	Product	Location	Path	Runtime Parameters	Enabled	Archite	
1.8	1.8.0_111	http://java	C:\Program		✓	x86	
		\					
Check the installed w	JAVA vers	ion I be		Find	Add	Remove	
la	atest.				ОК	Cancel	

If the JAVA version is old then download the latest JAVA version from the Developer Site i.e. from Oracle as recommended and install it again.

<u>s</u>	Ja	va Control Pane	el	-	
General Update Java	Security Advan	nced			
<ul> <li>Enable Java content</li> </ul>	in the browser				
Security level for applic	ations not on the I	Exception Site list			
Very High					
Only Java applicat and only if the cer	tions identified by a tificate can be ver	a certificate from a tr	rusted authori	ty are allowed t	o run,
High					
Java applications i the revocation sta	dentified by a cert atus of the certifica	tificate from a trusted ate cannot be verified	d authority are d.	e allowed to run	, even if
Exception Site List					
Applications launche	d from the sites lis	ted below will be allo	wed to run aff	ter the appropria	ate security
http://www.cdslindia	.com		^		
https://192.168.22. https://app.cdslindia	72/frmConnections .com	s.aspx	~	Edit Site Li	st
		Restore Security P	Prompts	Manage Certif	icates
			OK	Cancel	Apply



Add the following required URLs in the "Exception Site List":

- 1. https://www.cdslindia.com
- 2. https://web.cdslindia.com
- 3. https://app.cdslindia.com
- 4. http://www.cdslindia.com

Then click on "APPLY" & "OK" Buttons to close the window.

**<u>STEP 2</u>**: Now open the Browser (Internet Explorer 8.0 & above).







**<u>STEP 3</u>**: In case of Windows XP or 2003, click on the **"START"** Button. In case of Windows 7 or higher, right click on the **"Microsoft Windows Icon"**.



## Then click on "RUN" option. Type "services.msc" in the box and click on OK.



Services (Local)					
Smart Card	Name	Description	Status	Startup Type	Log On As
	🔍 Secondary Logon	Enables star		Manual	Local Syste
Stop the service	🔍 Secure Socket Tunneling Protocol Service	Provides su		Manual	Local Service
Restart the service	🔍 Security Accounts Manager	The startup	Running	Automatic	Local Syste
	🔍 Security Center	The WSCSV	Running	Automatic (D.	Local Service
Description:	Sensor Monitoring Service	Monitors va		Manual (Trig.,	Local Service
Manages access to smart cards read	Server -	Supports fil	Running	Automatic	Local Syste
stopped, this computer will be unable	Shell Hardware Detection	Provides no	Running	Automatic	Local Syste
to read smart cards. If this service is	🔅 Smart Card	Manages ac	Running	Automatic (T.	Local Service
disabled, any services that explicitly	Smart Card Device Enumeration Service	Creates soft	1	Manual (Trig	Local Syste
depend on it will fail to start.	Smart Card Removal Policy	Allows the s		Val -	Local Syste
	SNMP Trap	Receives tra		Mà	Local Service
	Software Protection	Enables the		Auto	Network S
	Spot Verifier	Verifies pot		Manual	ocal Syste
	SSDP Discovery	Discovers n		Manual	Service
	Still Image Acquisition Events	Launches a		Manual	e
	Storage Service	Enforces gr		Manual (Trig	
	Superfetch	Maintains a	Running	Automatic	
	Symantec DLO Desktop Agent Change Journal Reader	Allows the S	Running	Automa	Ē.
	System Event Notification Service	Monitors sy	Running	Auton	Right Click on <b>SMART</b>
	System Events Broker	Coordinates	Running	Auton	CADD compiles & alight an
	🖏 Task Scheduler	Enables a us	Running	Auton	CARD Service & click on
	CP/IP NetBIOS Helper	Provides su	Running	Auton §	<b>STOP</b> Then again Right Cli
	C Telephony	Provides Tel		Manua	
	C Themes	Provides us	Running	Auton	on SMART CARD service
	Chread Ordering Server	Provides or		Manua	& click on <b>START</b>
	🔍 Time Broker	Coordinates	Running	Manua	a click of START.
	🔍 Touch Keyboard and Handwriting Panel Service	Enables Tou		Manual (Trig.	Local System
	🔍 UPnP Device Host	Allows UPn		Manual	Local Service
	🔍 User Profile Service	This service	Running	Automatic	Local Syste
	🔍 Virtual Disk	Provides m	-	Manual	Local Syste
	🔍 Volume Shadow Copy	Manages an		Manual	Local Syste
	🔍 W3C Logging Service	Provides W		Manual	Local Syste
	🔍 WebClient	Enables Win		Manual (Trig.,	Local Service
	🔍 Windows Audio	Manages au	Running	Automatic	Local Service
	🖏 Windows Audio Endpoint Builder	Manages au	Running	Automatic	Local Syste
	Windows Biometric Service	The Windo	-	Manual	Local Syste

Then open Internet Explorer Browser and type the URL "www.cdslindia.com/help.html" in the address bar. Scroll down and click on the link "Verify my Etoken"





Location of Library File:	epasstoken GemaltoDotnetToken Safe Sign/Moserbear Vasco SafeNet WatchDataProKey Other	Browse Select OTHER
<u>\$</u>	Select a File	×
Look In: System32		
IDPrimeP         IDPrimeP         IDPrimeP         IDStore.d         IEAdvpac         ieapfltr.dl         iedkcs32         Imitian         File Name:         IDPrimePKC         Files of Type:         Dynamic L	KCS11.dll KCS1164.dll I k.dll I Click OPEN	Select IDPrimePKCS11 .dll file

	Select Your Device Type	×
Select Device Type:	Other 💌	
Location of Library File:	1dows\system32\IDPrimePKCS11.dll	Browse
Click OK	OK Cancel	
	Password Dialog	×

	rassworu	Dialog	
Enter Password:			Enter your password
[	ОК	Cancel	

		Select S	Signer Cert	ificate		×
2	Select yo	our digital certificate t ew Certificate] to view	o digitally sign w more details	file(s) of the certificate	Dhruvam	
Issu	ed To	Issued By	Serial No	Expiration Date	Issuer Det:	
Aditi A Na	irvekar	SafeScrypt sub	1e3d46fe0	Thu Jun 2 <u>8 40.000</u>		password
		List of	signer certifi	cates.	•	
<u>V</u> iew 0	Certificate		[	<u>о</u> к	<u>C</u> ancel	
Copyright (o	c) 2008 Ta	ta Consultancy Serv	ices Limited.			
		1e3d46f	e0141fe2	0		Your DSC certificate serial
		Г	OK			displayed

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