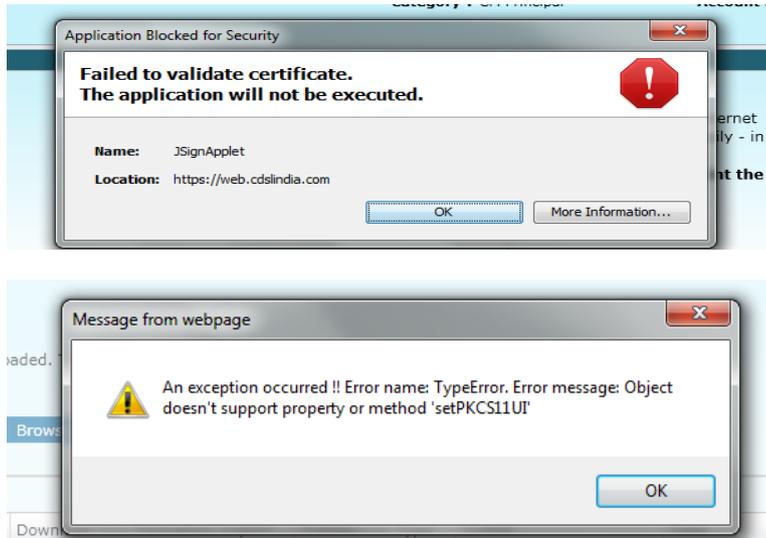


E-token & JAVA settings USER MANUAL

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”.



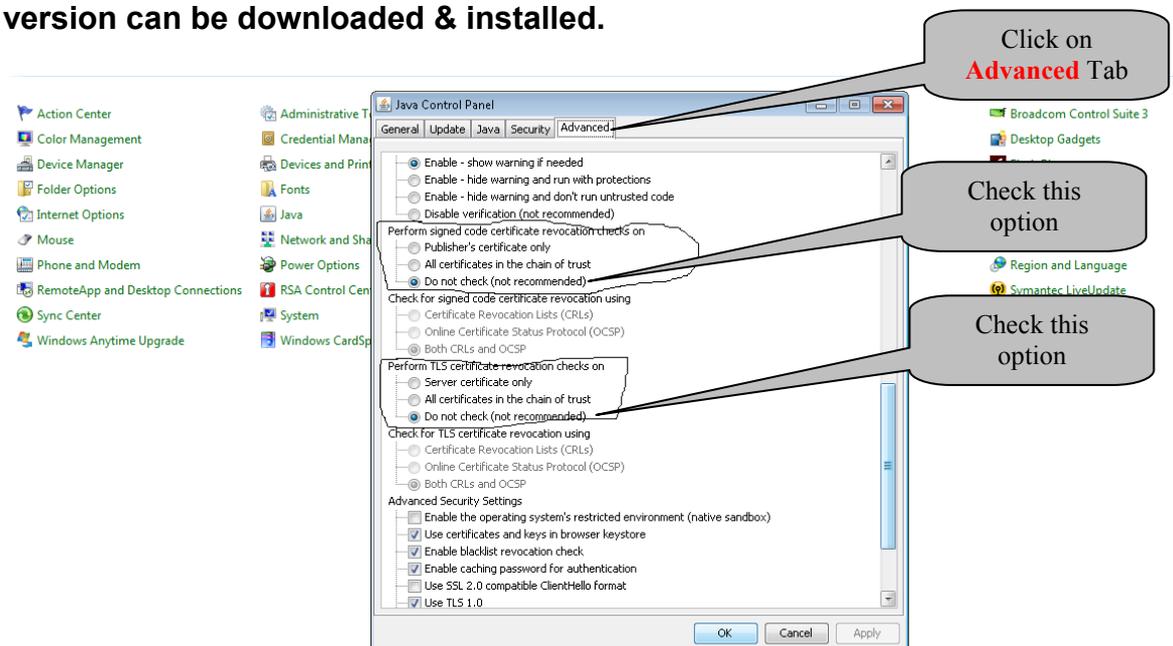
Reason: Either Java application not installed or its settings are not properly set.

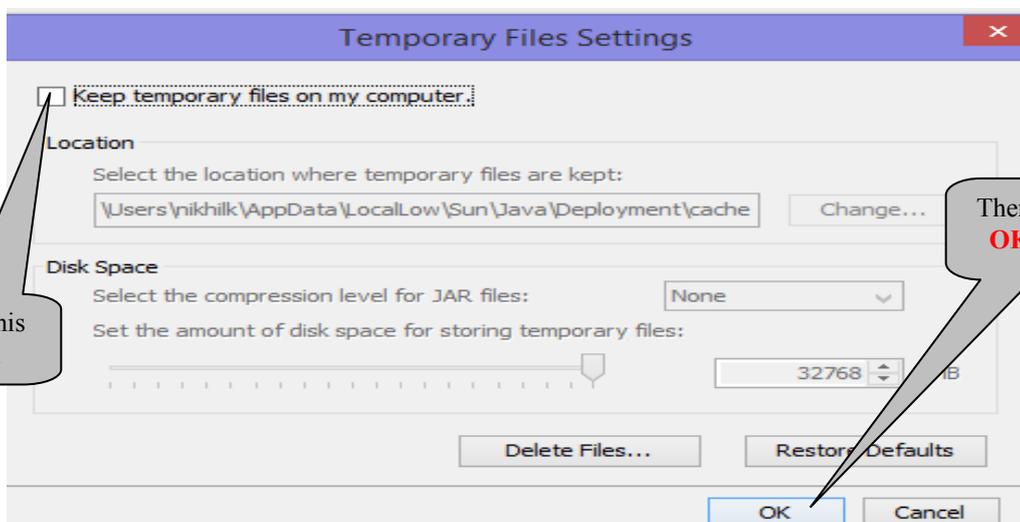
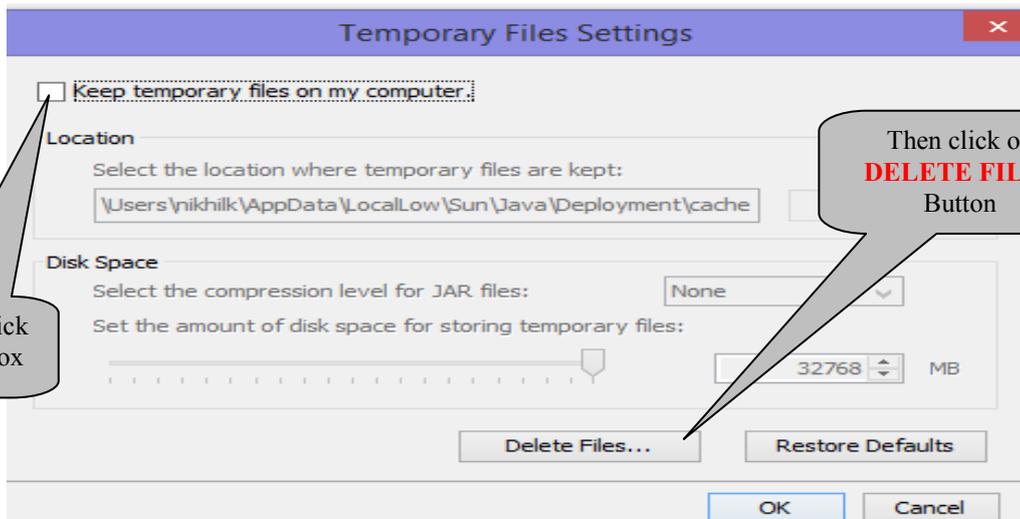
Solution: There are basically 3 steps to resolve this issue. They are as follows:

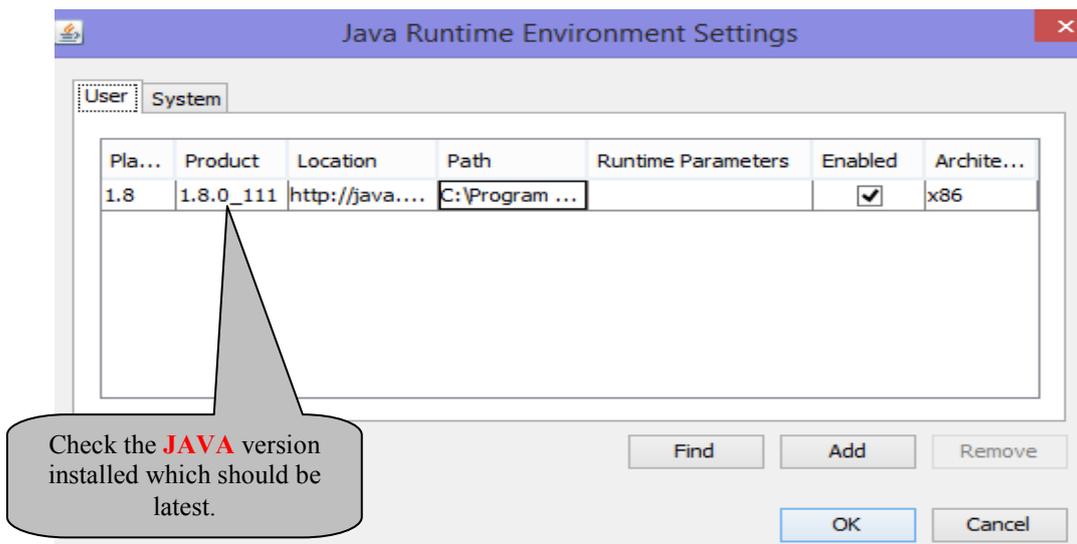
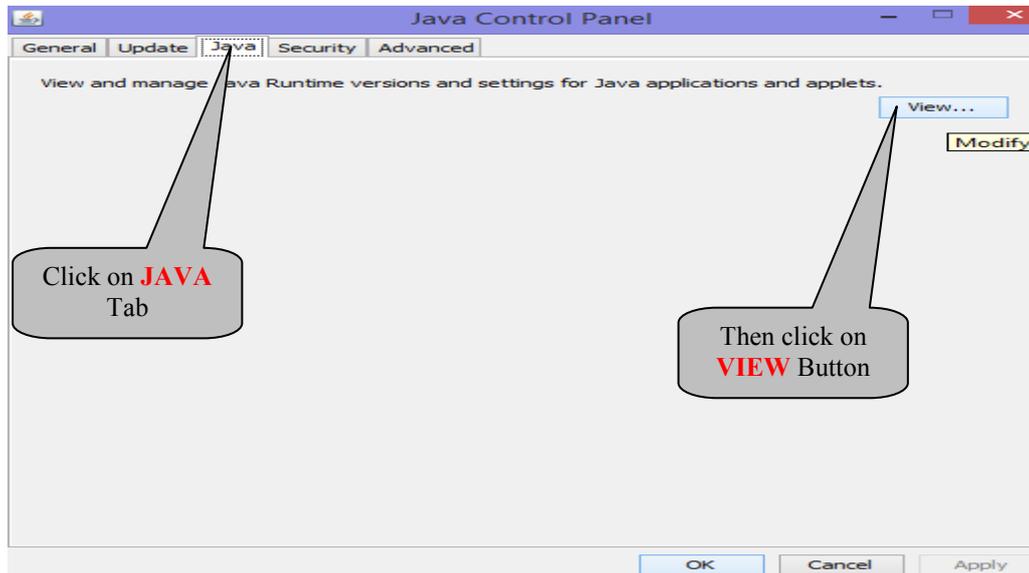
STEP 1: First inform the user **to remove the E-token connected from the USB slot**. Then go to CONTROL PANEL → PROGRAMS → JAVA (to check JAVA version installed).

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

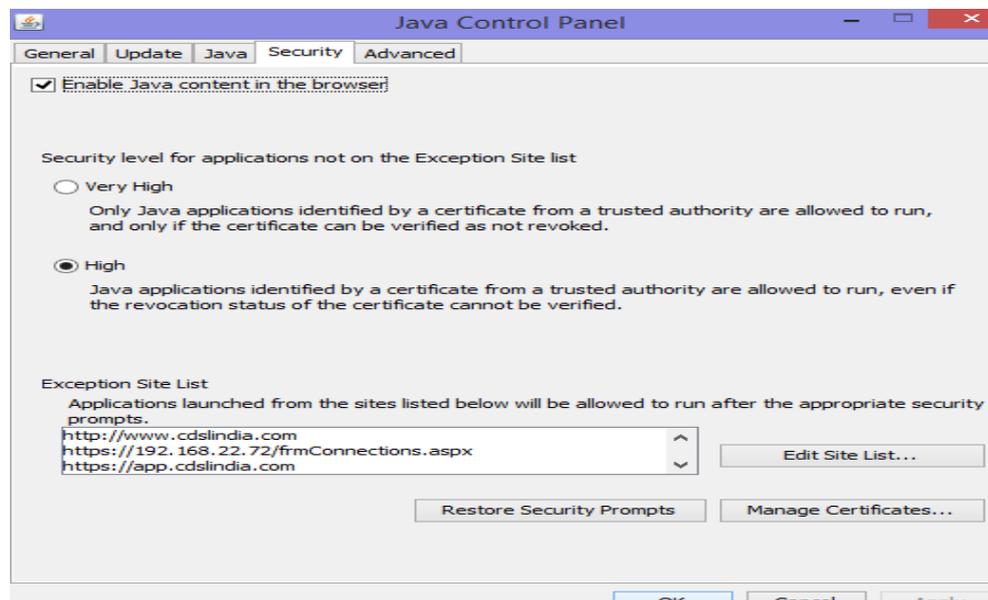
By typing **JRE 8** on Google you get the link from which the latest version can be downloaded & installed.







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.



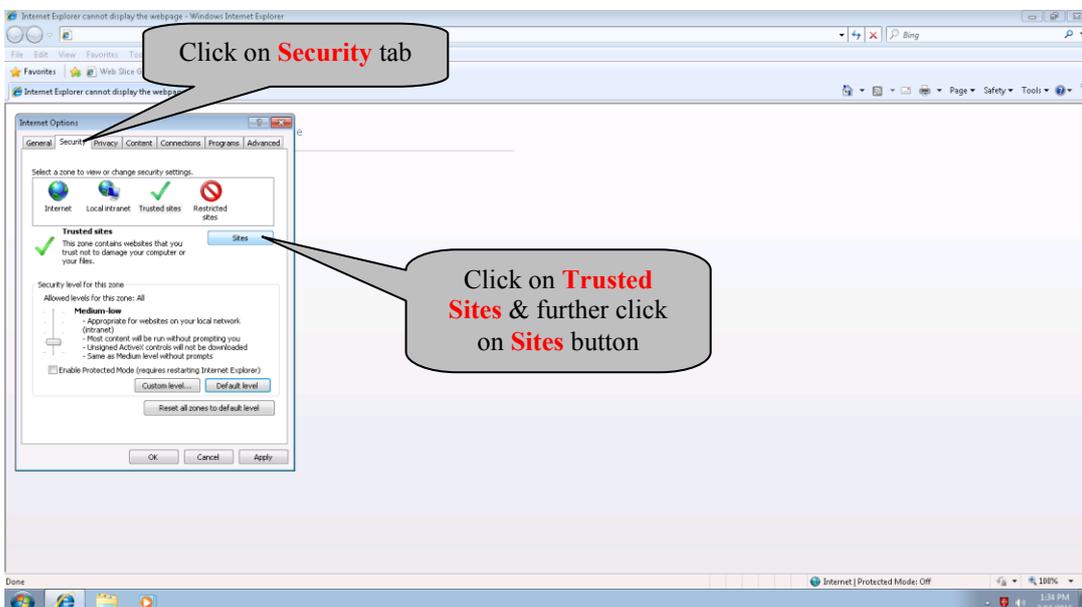
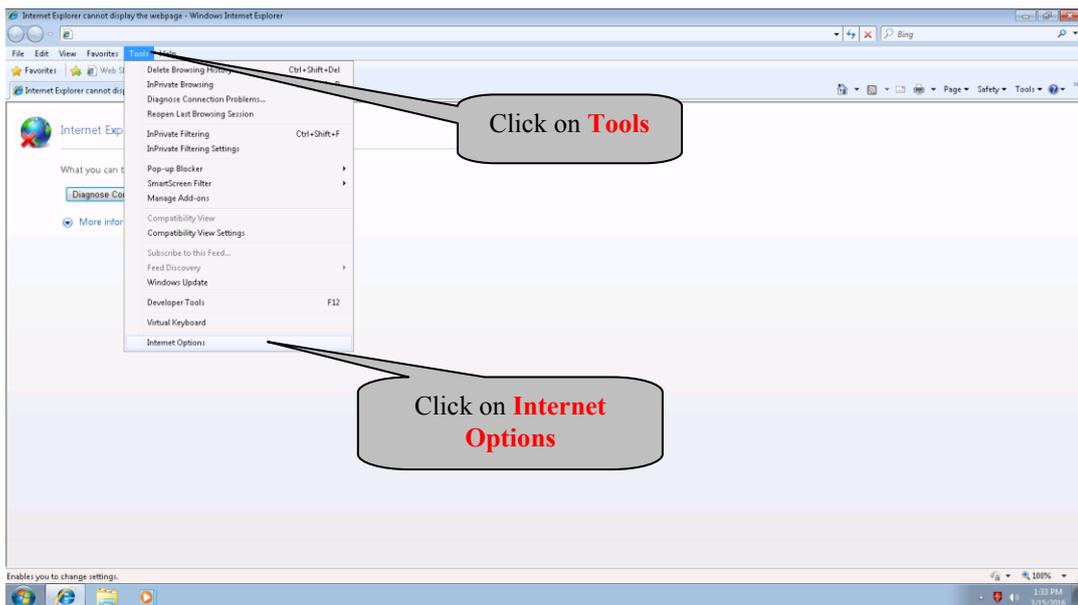
Click on this **EDIT SITE LIST** Button to add the required URLs.

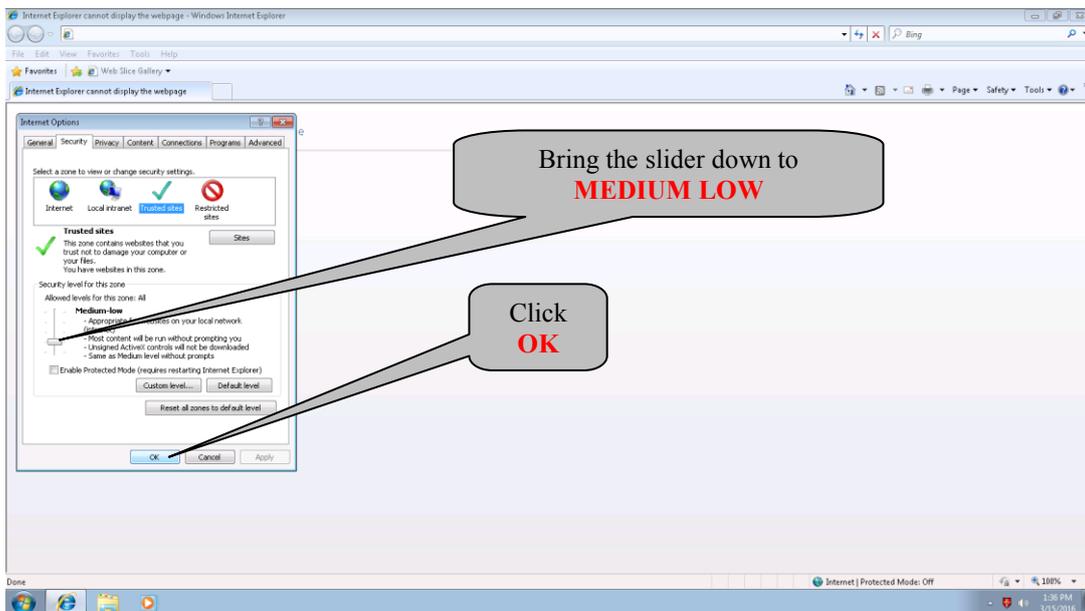
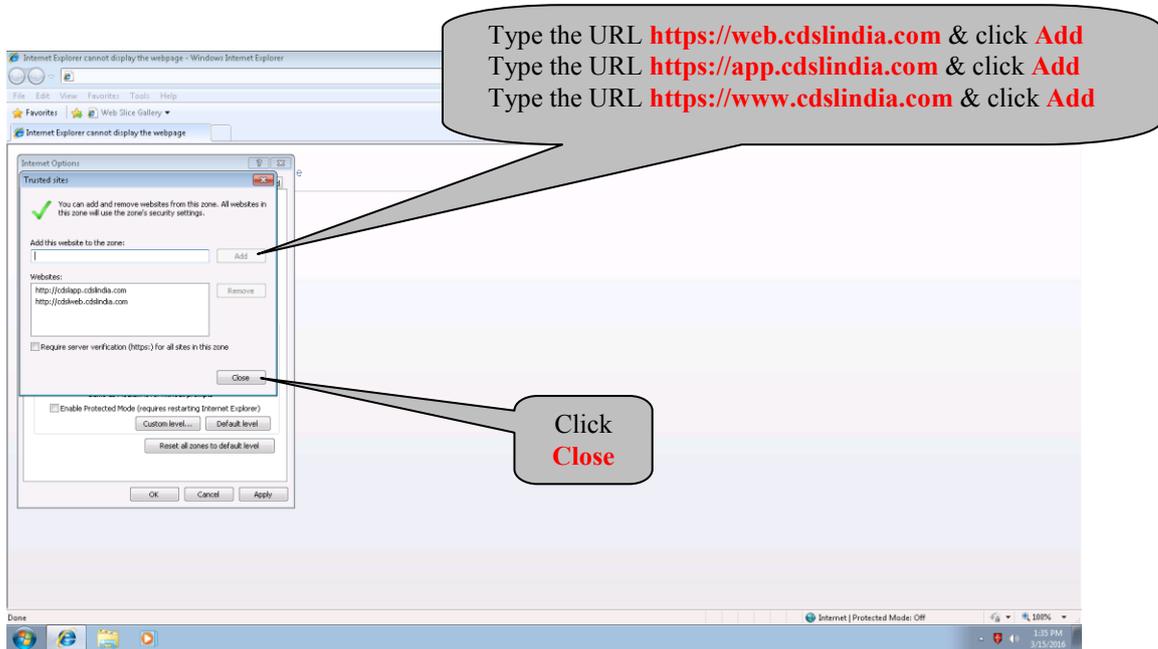
Add the following required URLs in the “**Exception Site List**”:

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

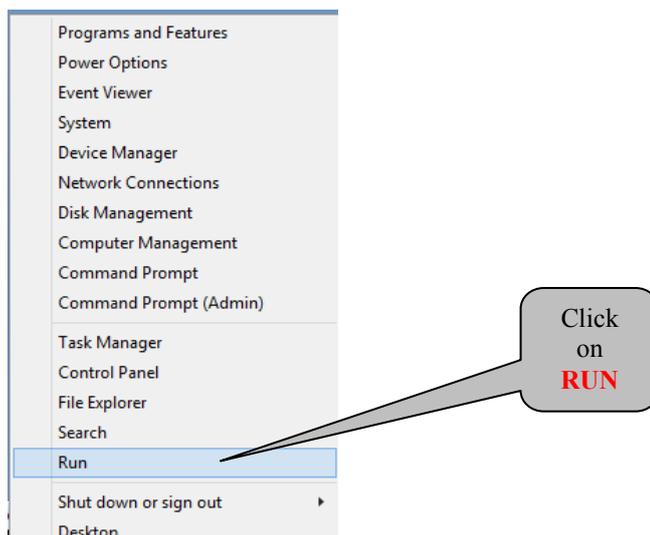
Then click on “**APPLY**” & “**OK**” Buttons to close the window.

STEP 2: Now open the Browser (Internet Explorer 8.0 & above).

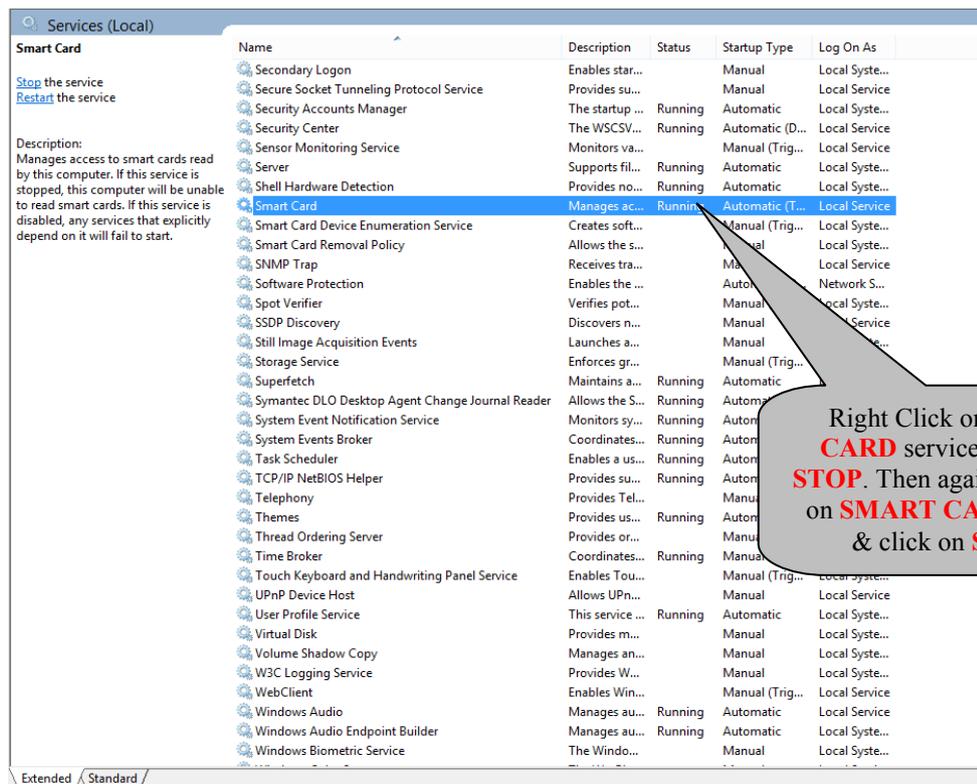
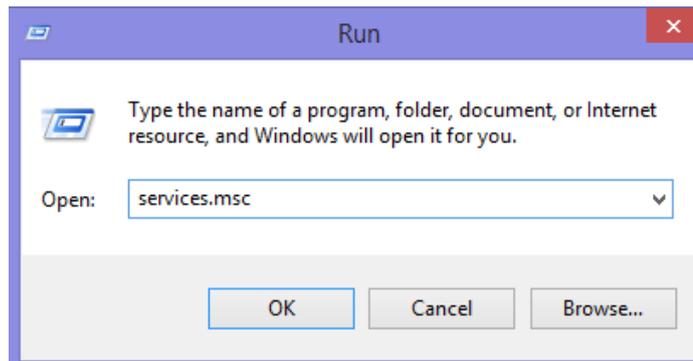




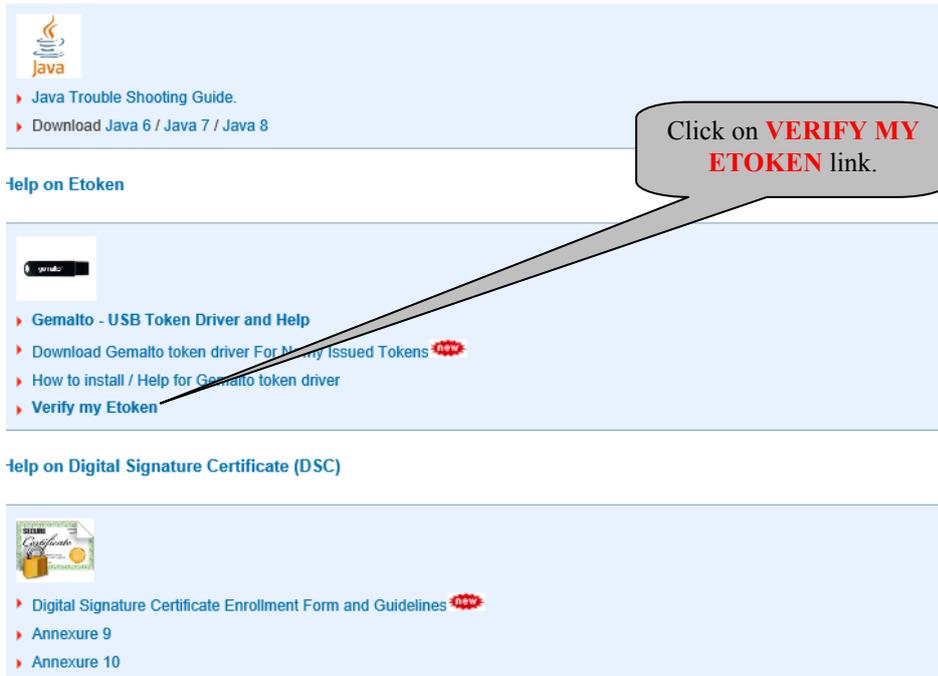
STEP 3: In case of Windows XP or 2003, click on the “**START**” Button. In case of Windows 7 or higher, right click on the “**Microsoft Windows Icon**”.



Then click on “**RUN**” option. Type “**services.msc**” in the box and click on OK.



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**”



The screenshot shows a web page with a Java logo and navigation links. A callout bubble points to the 'Verify my Etoken' link.

- Java Trouble Shooting Guide.
- Download Java 6 / Java 7 / Java 8

help on Etoken

- Gemalto - USB Token Driver and Help
- Download Gemalto token driver For Newly Issued Tokens **new**
- How to install / Help for Gemalto token driver
- Verify my Etoken**

help on Digital Signature Certificate (DSC)

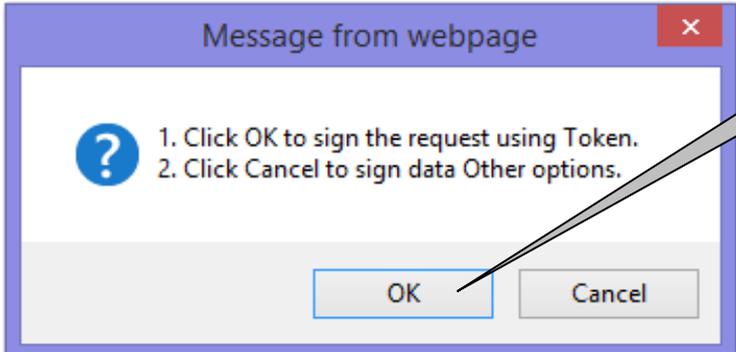
- Digital Signature Certificate Enrollment Form and Guidelines **new**
- Annexure 9
- Annexure 10

Click on **VERIFY MY ETOKEN** link.

https://web.cdslindia.com/easieasiest/verifytoken.html

Button

Click on **BUTTON** button.

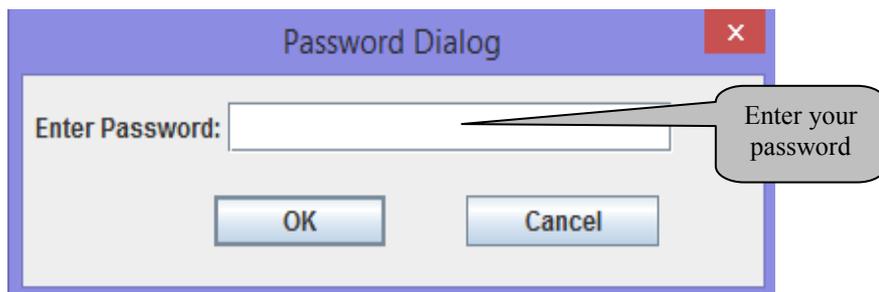
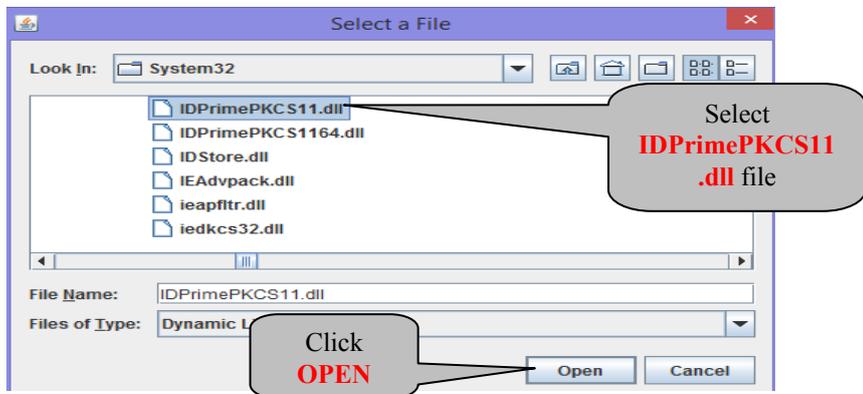
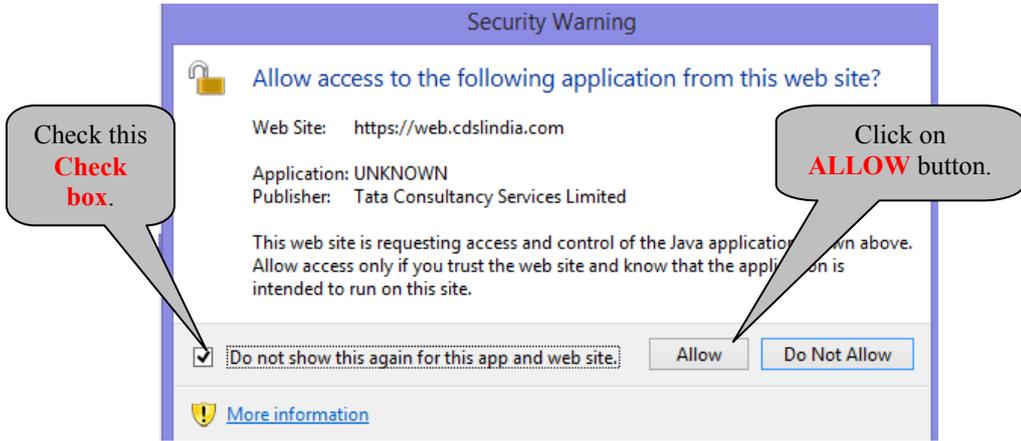


The dialog box contains the following text:

1. Click OK to sign the request using Token.
2. Click Cancel to sign data Other options.

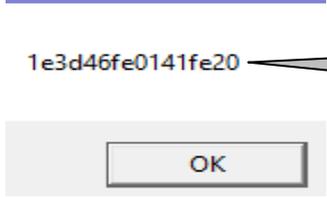
Buttons: OK, Cancel

Click on **OK** button.





Enter your password



Your DSC certificate serial number gets displayed