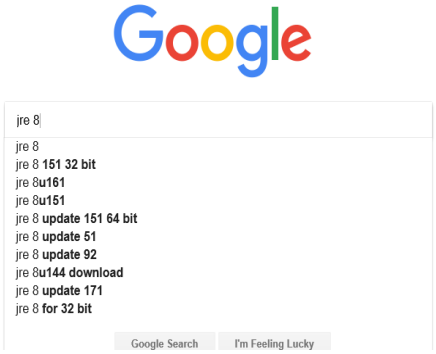
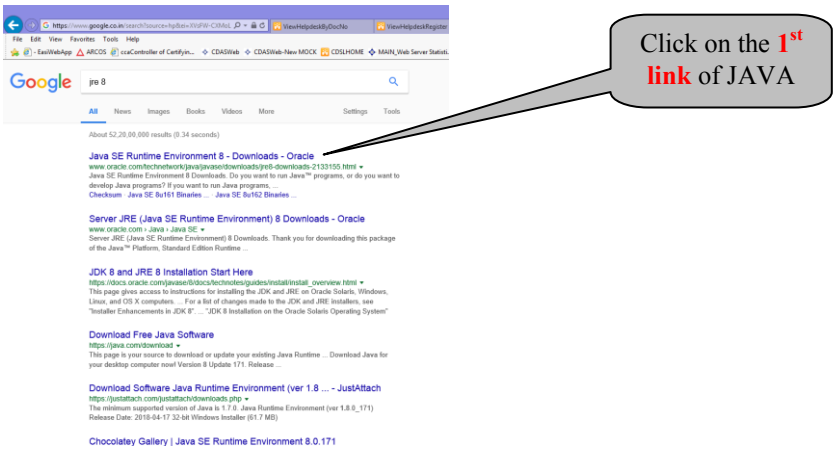
Installing JAVA Version

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)

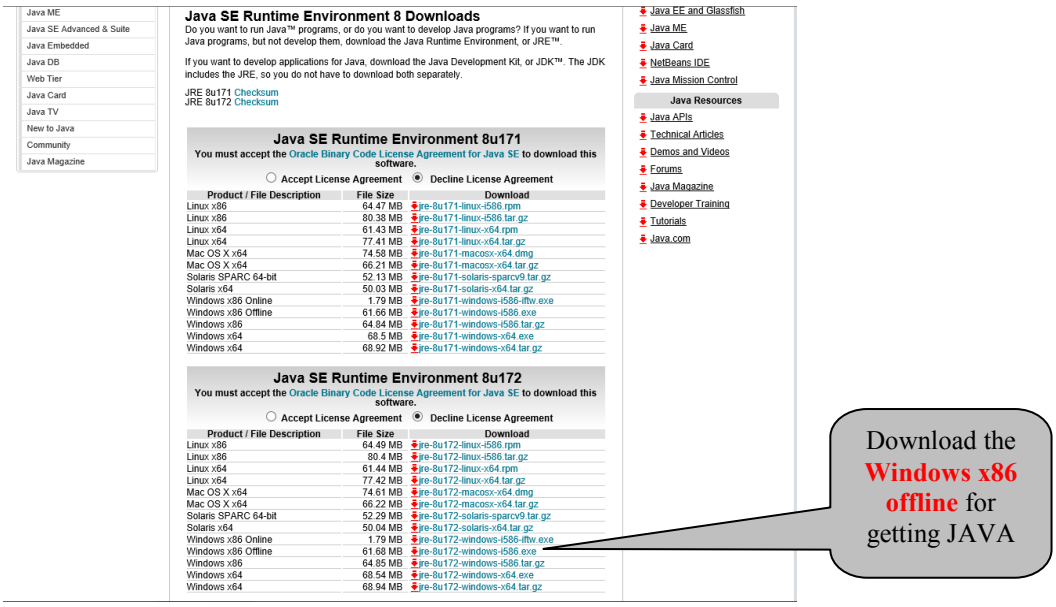
STEP 1: In Google Search, type "**JRE 8**" and press enter key.



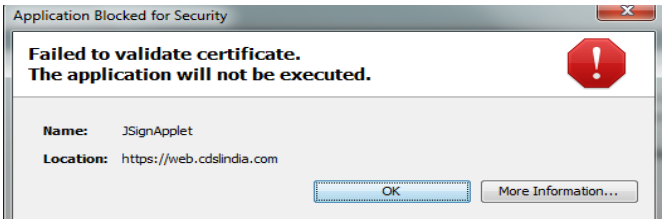
STEP 2: Click on the 1st link for going to the JAVA site.

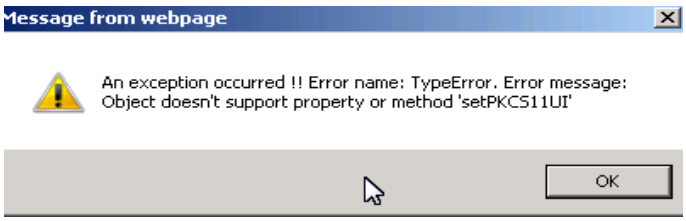


STEP 3: In JAVA site, select "**Windows x86 offline**" as shown below:



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" or "Wrong or Null Password".



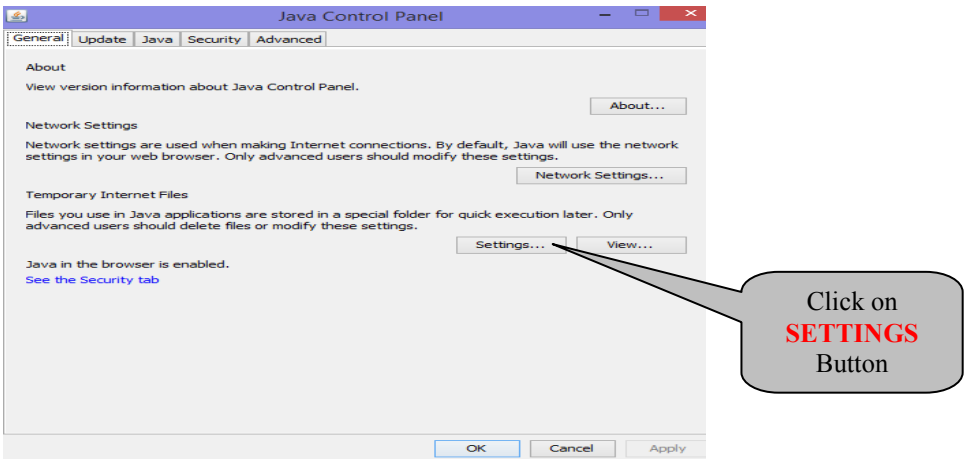


Reason: Either Java application not installed or its settings are not properly set.

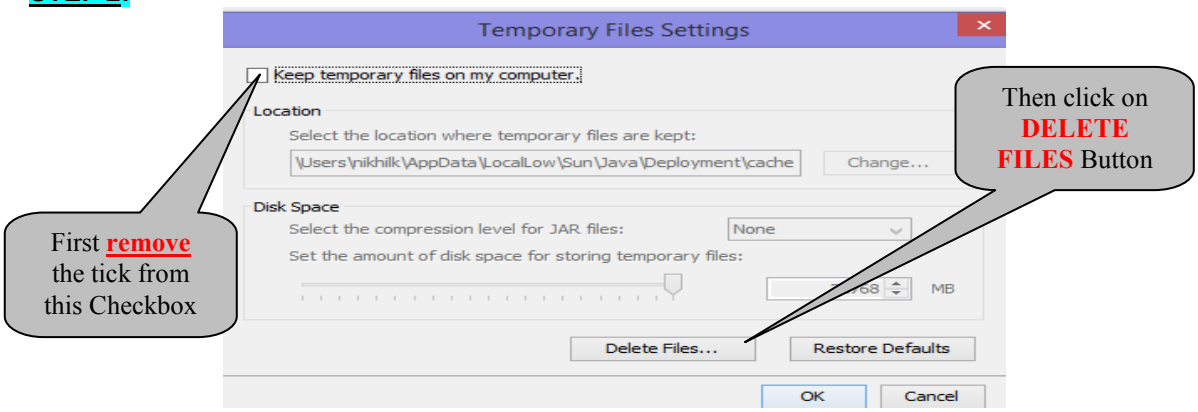
Solution: There are basically 3 Main Settings to resolve this issue. They are as follows:

A. JAVA Settings

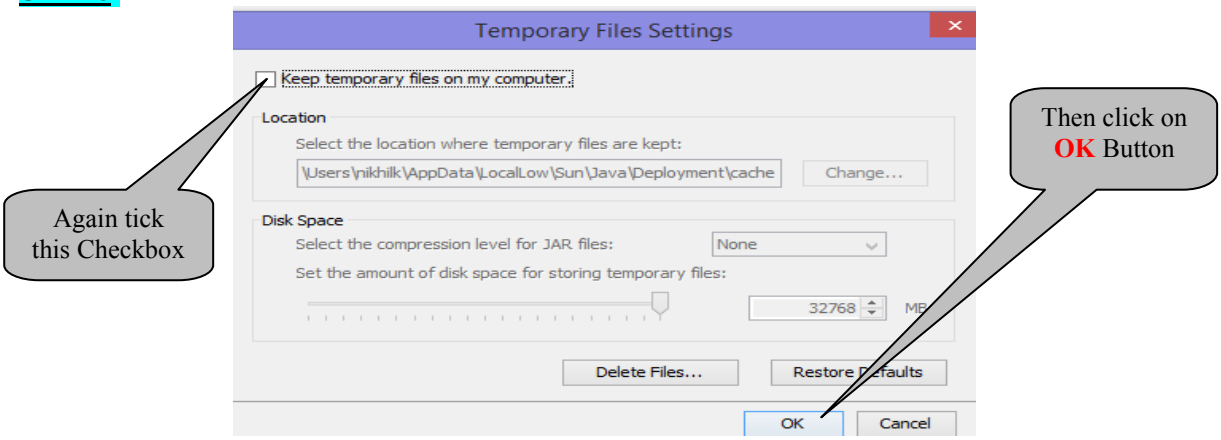
STEP 1: **First inform the user to remove the E-token connected from the USB slot**. Then go to CONTROL PANEL → PROGRAMS → JAVA (**to check JAVA version installed**).



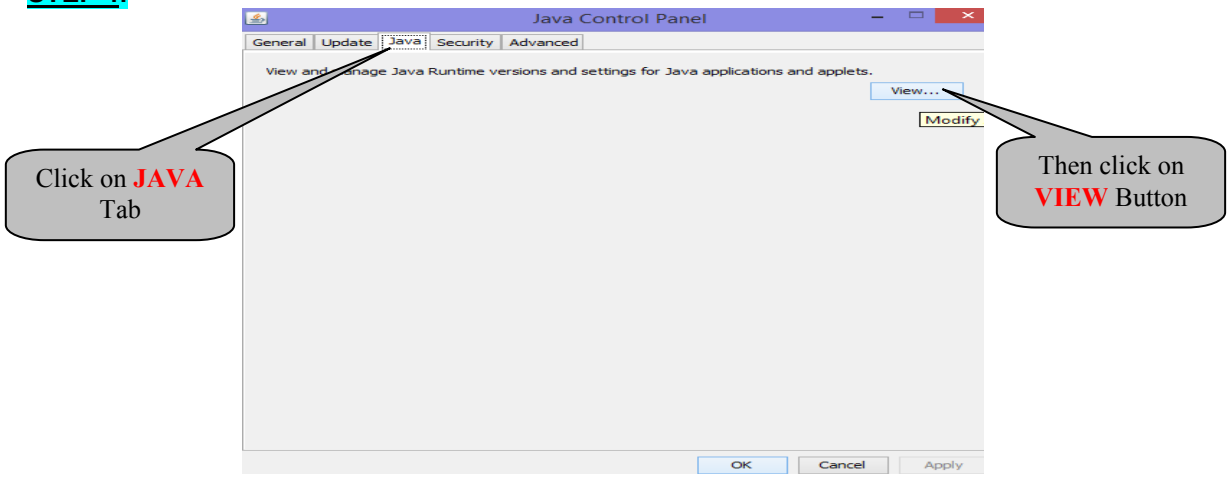
STEP 2:



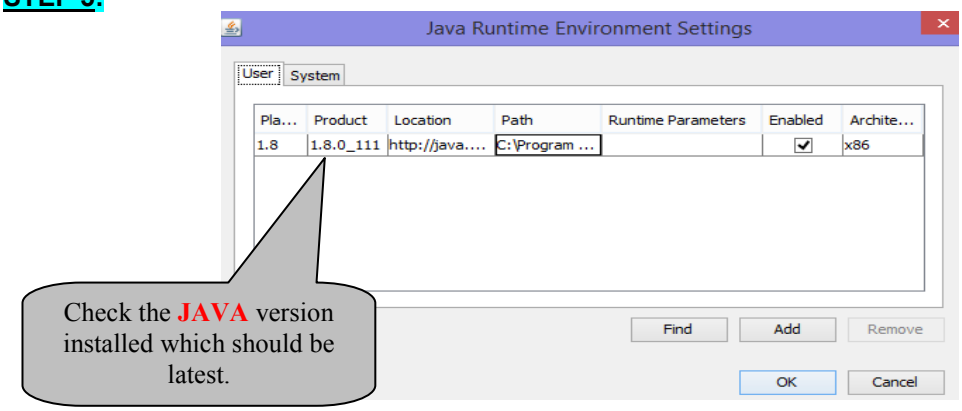
STEP 3:



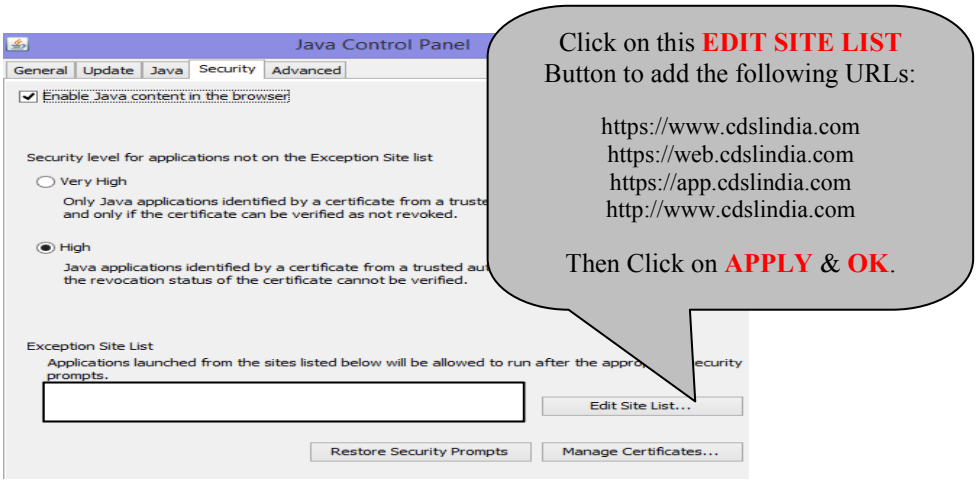
STEP 4:



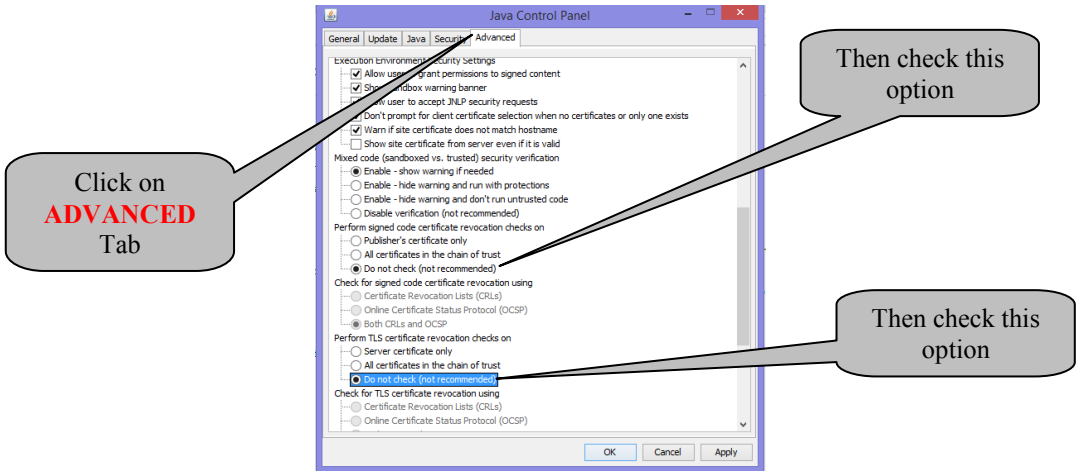
STEP 5:



STEP 6:

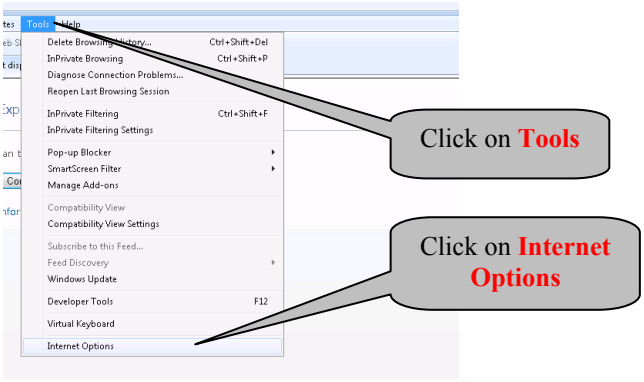


STEP 7:

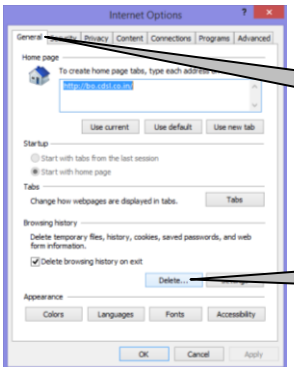


B. BROWSER Settings

STEP 1: Now open the Browser (Internet Explorer 10.0 & above).



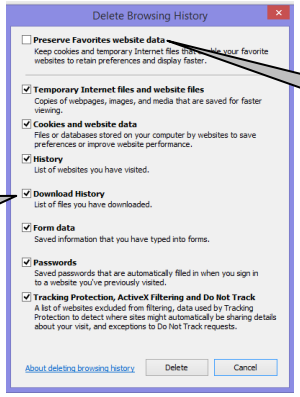
STEP 2:



Click on **General**

Click on **Delete**

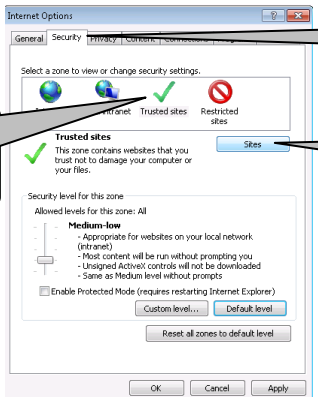
STEP 3:



Uncheck **this option**

Check all options except for the 1st one & click on **Delete**

STEP 4:

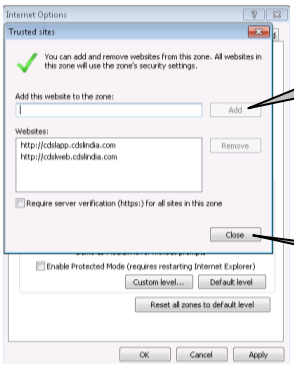


Click on **Security** tab

Click on **Trusted Sites** & further click on **Sites** button

Click on **Sites** button

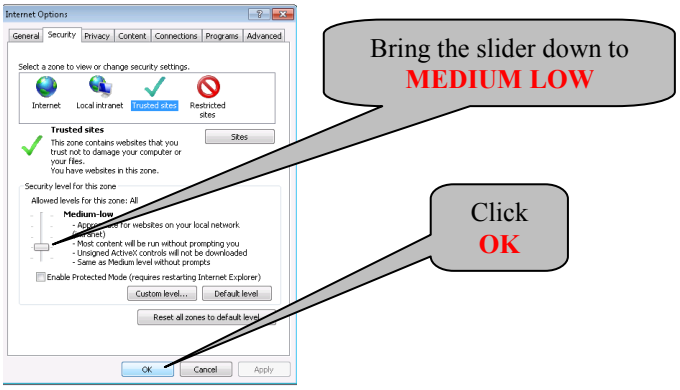
STEP 5:



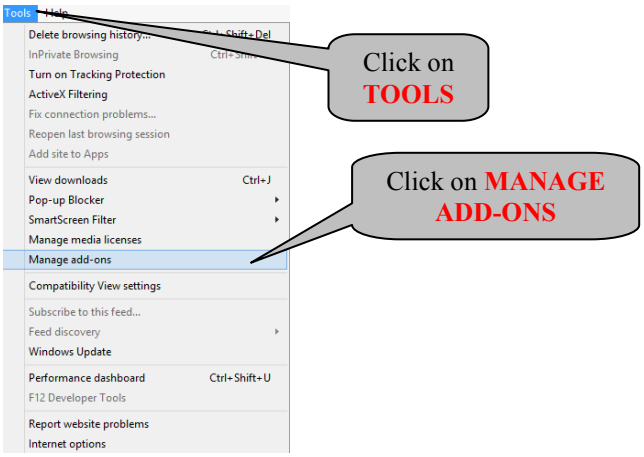
Type the URL **https://web.cdslindia.com** & click **Add**
Type the URL **https://app.cdslindia.com** & click **Add**
Type the URL **https://www.cdslindia.com** & click **Add**

Click **Close**

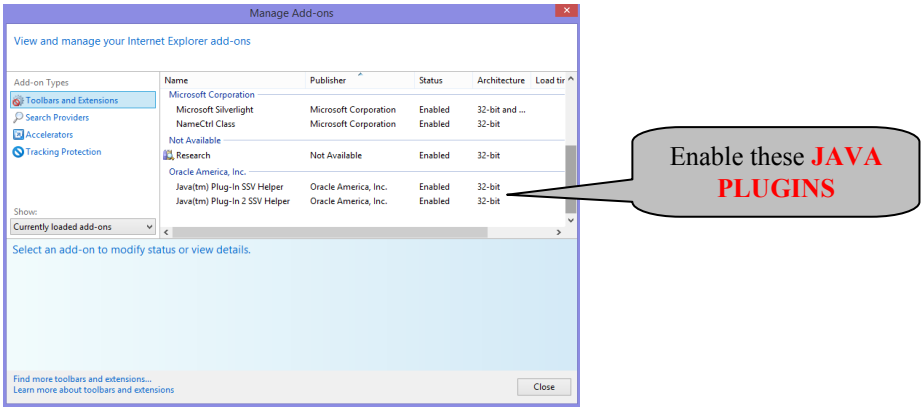
STEP 6:



STEP 7:

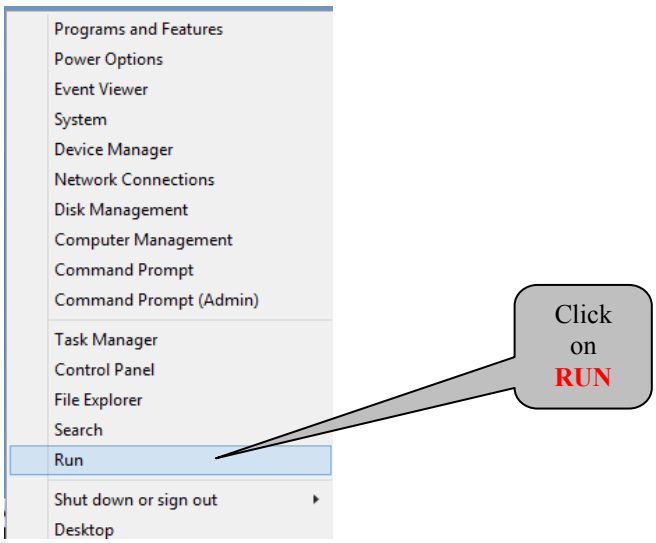


STEP 8:

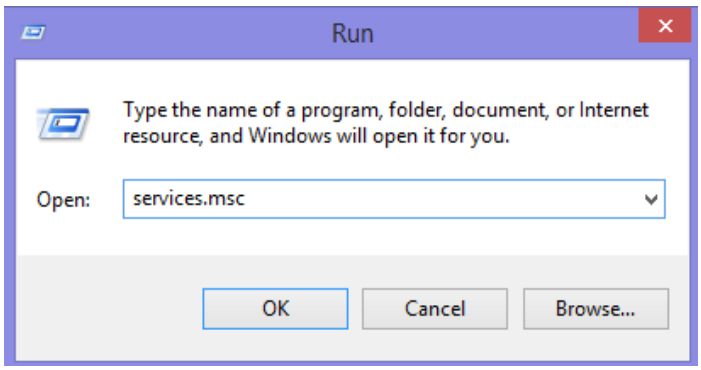


C. Stop & Start of Smart Card Service

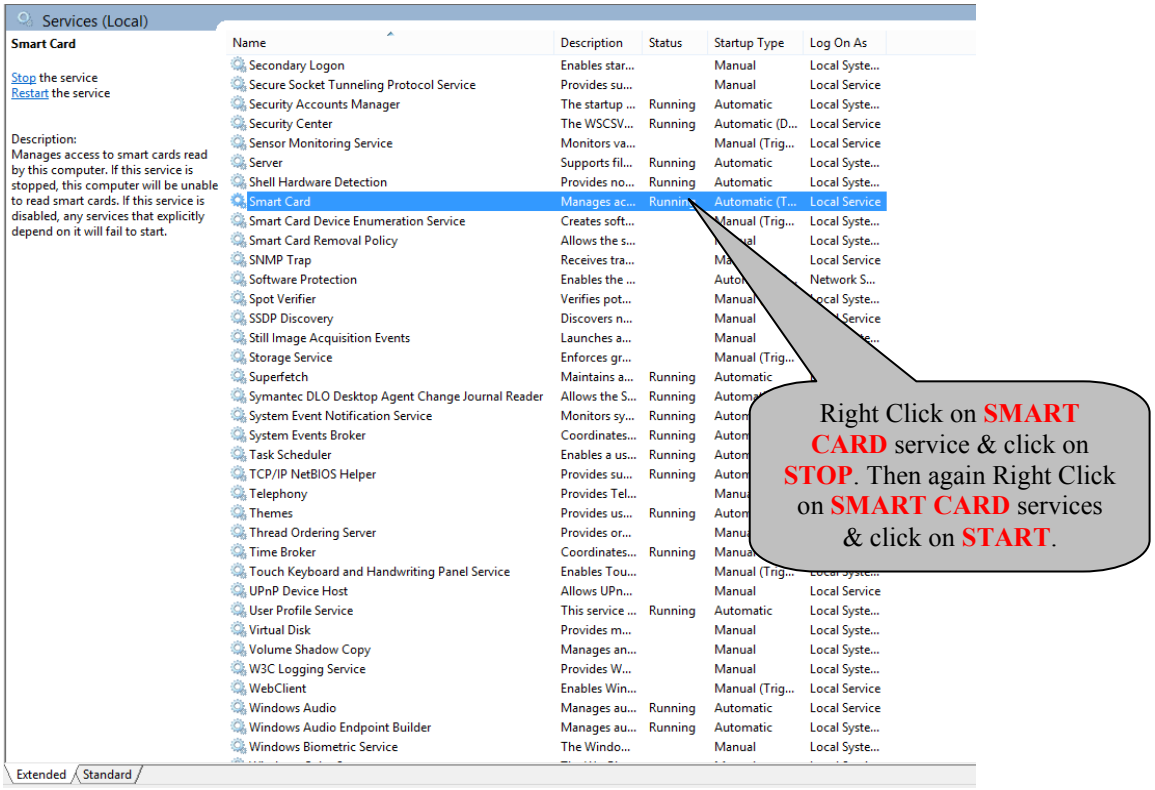
STEP 1: Right click on the **"Microsoft Windows Icon".**



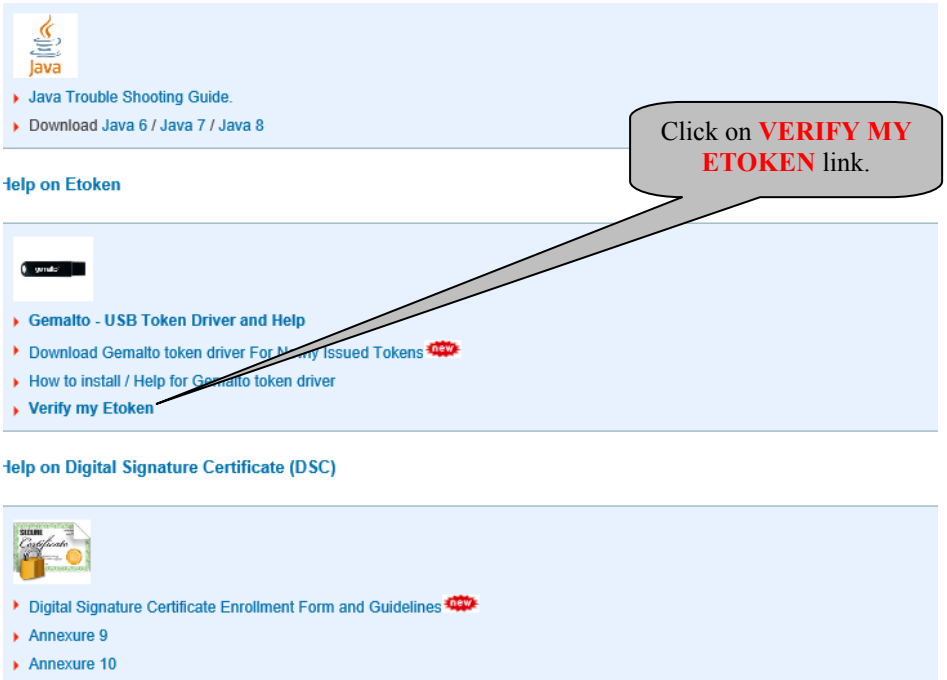
STEP 2: Then click on **"RUN"** option. Type "**services.msc**" in the box and click on OK.



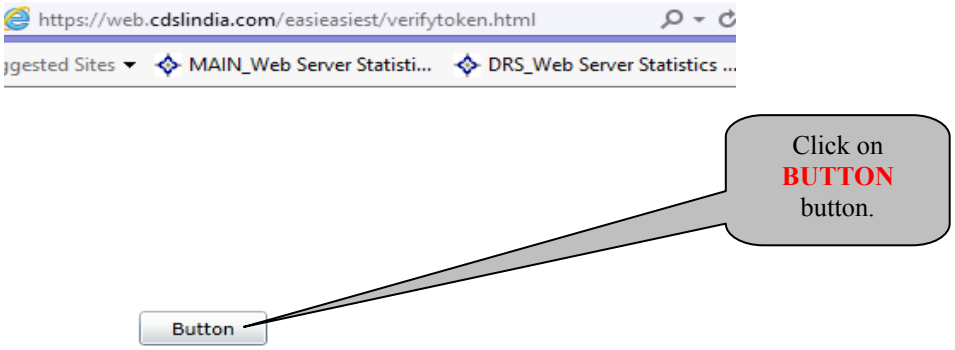
STEP 3:



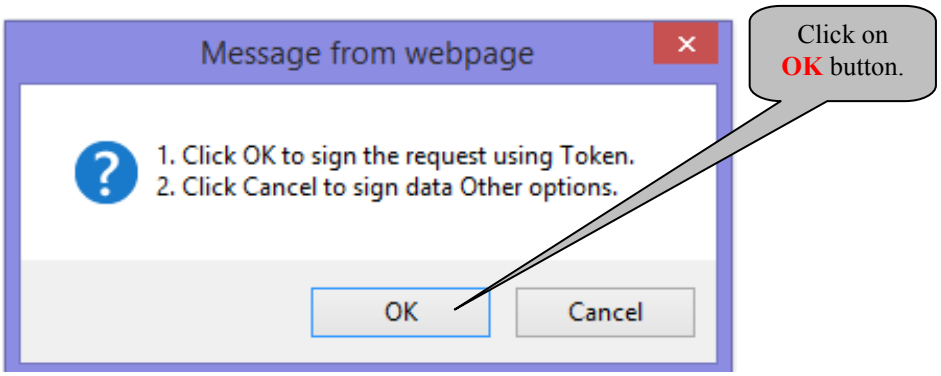
STEP 4: Then open Internet Explorer Browser and type the URL "**www.cdslindia.com/help.html"** in the address bar. Scroll down and click on the link "**Verify my E-token**"



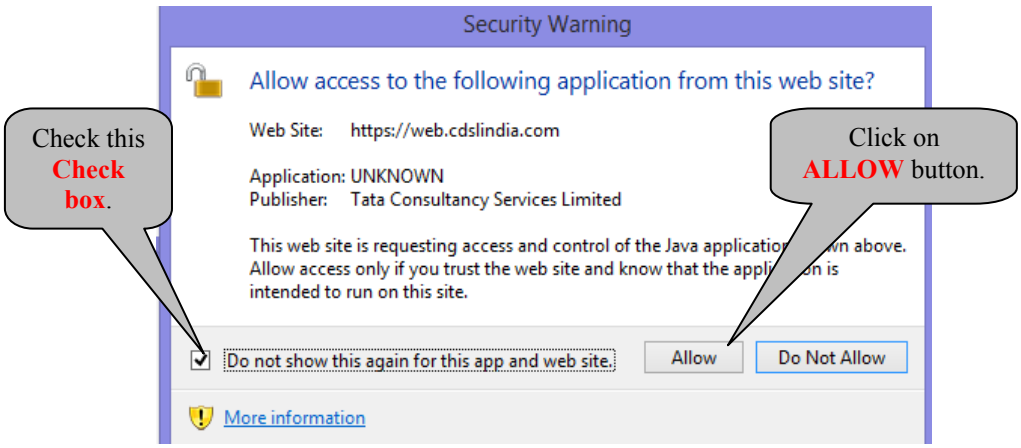
STEP 5:



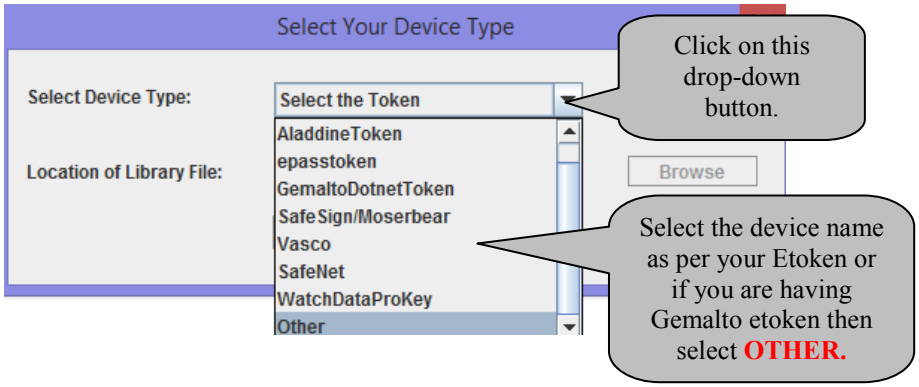
STEP 6:



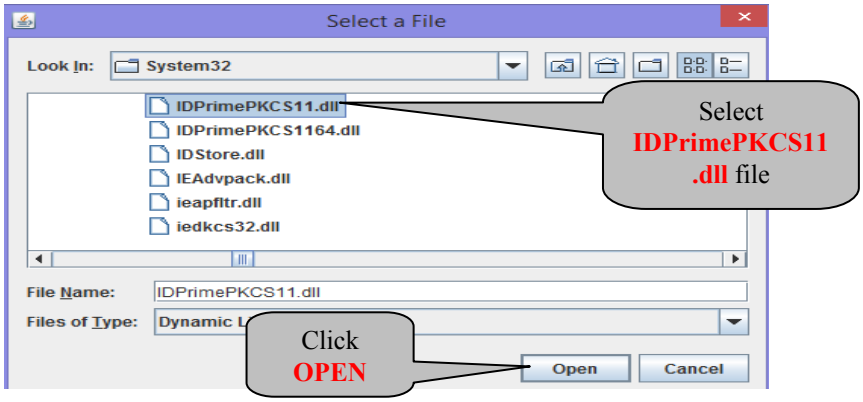
STEP 7:



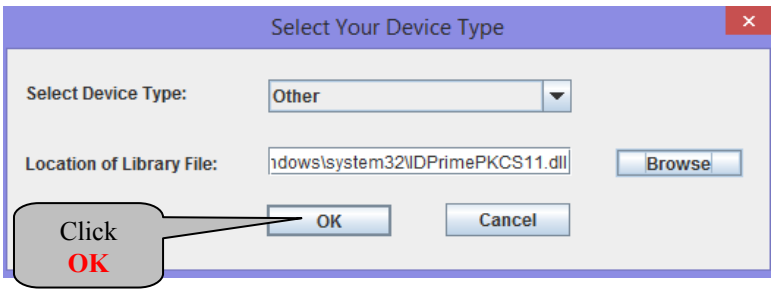
STEP 8:



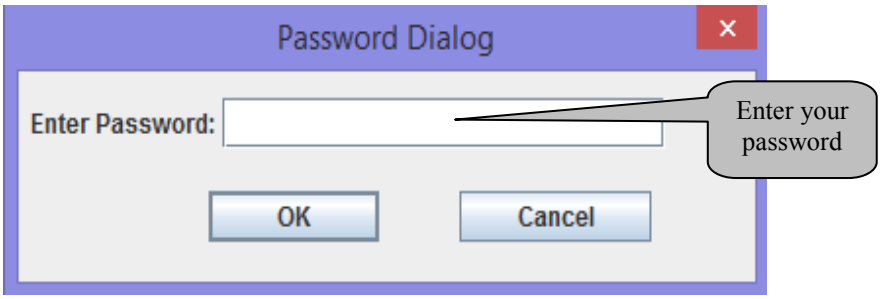
STEP 9:



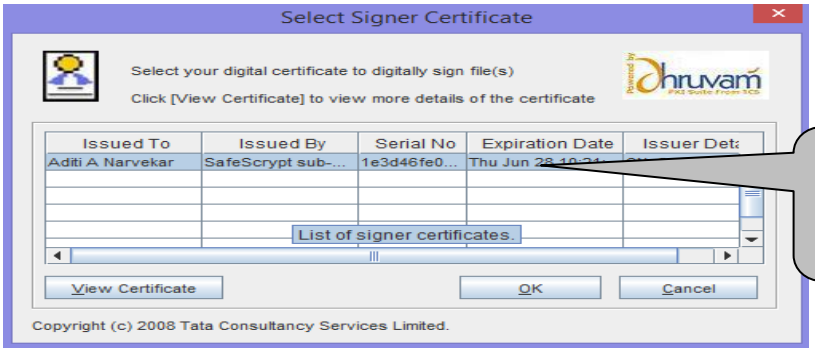
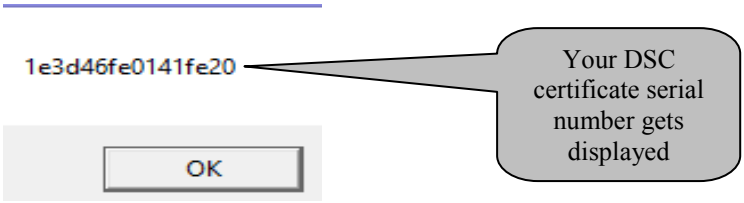
STEP 10:



STEP 11:



STEP 12:



STEP 13: