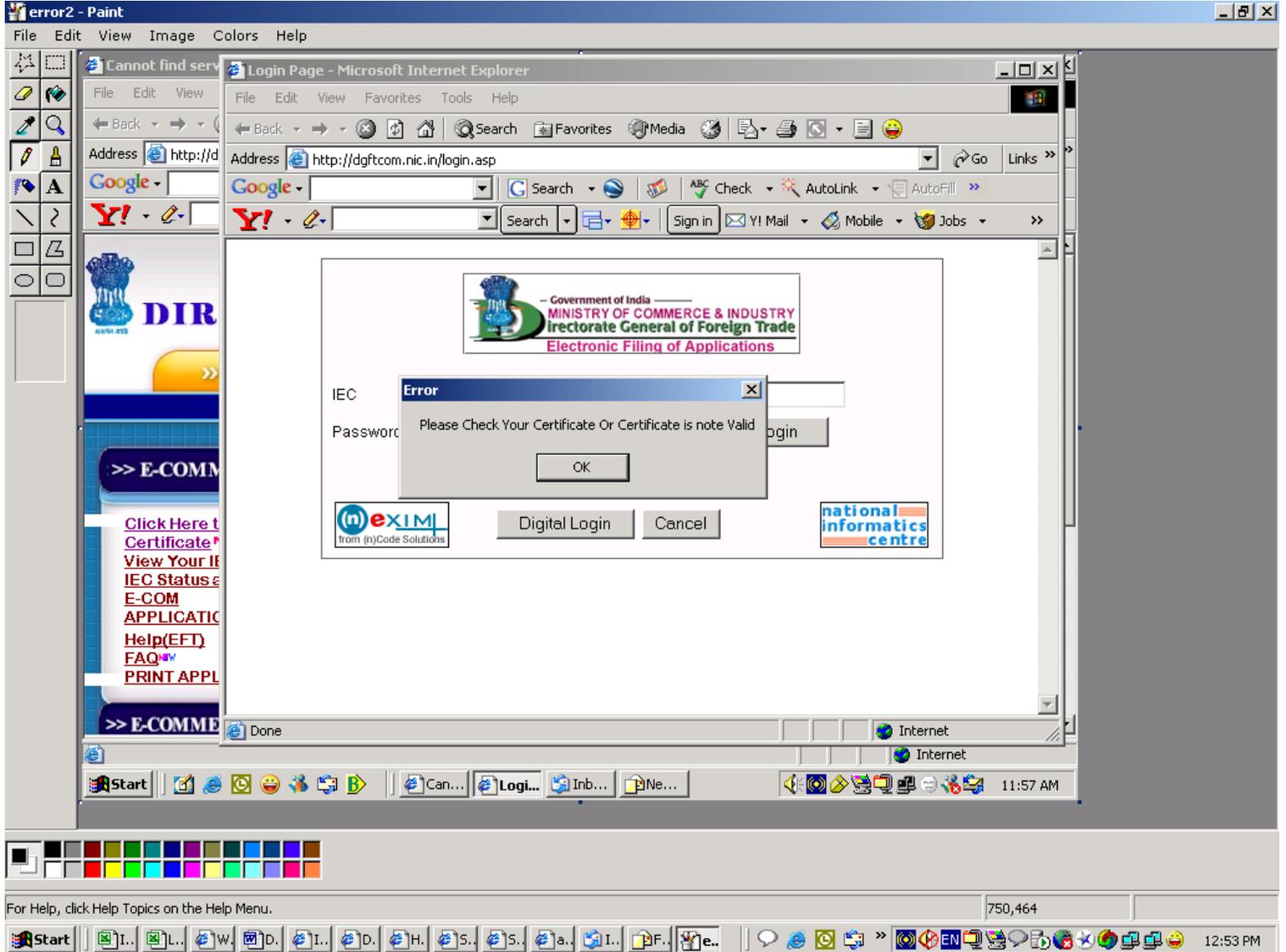


Technical Error's

1. When I click on Password, it shows me "Certificate NOT Valid"



Please check whether DGFT Root is Installed and all four levels of certificate is available. (See Page 7-8-9 Also Check whether your PC is set on current Date.

2. I getting the message while filing the application "Error Receiving Input"

A. Error Receiving Input Message will come due to following reasons

- (i) The speed of the ISP(Internet Service Provider) at your end is slow and you are not the able to establish link with our server.
- (ii) You are working behind proxy so please ensure that LAN (Local Area Network) settings at your end should be correct.
- (iii) Various ports are blocked on your Proxy Server(Please ensure that port 8100 is enabled).

3. I am not getting the e-commerce page for filing the application?

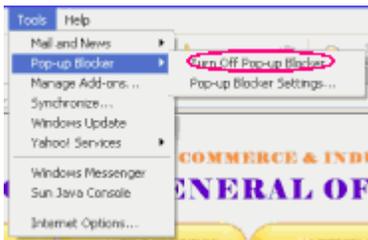
- A. (i) It means either the internet connectivity is lost or it is the problem of your browser which should be IE6.0.
- (ii) Please ensure that your browser is Java enabled.
- (iii) Please clean the Cache of your Browser (Remove Temporary Internet Files)
- (iv) DGFT Central server is down, please try after sometime.

4. After logging into the DGFT application either by password or using digital certificate I am on same login page?

A. It is due to pop-up being blocked. Enable the pop-up blocker option from the menu bar which enables the display of dialogs on your desktop.

For Window XP/2000/2003 machine you have to disable or Turn off the popup blocker option.

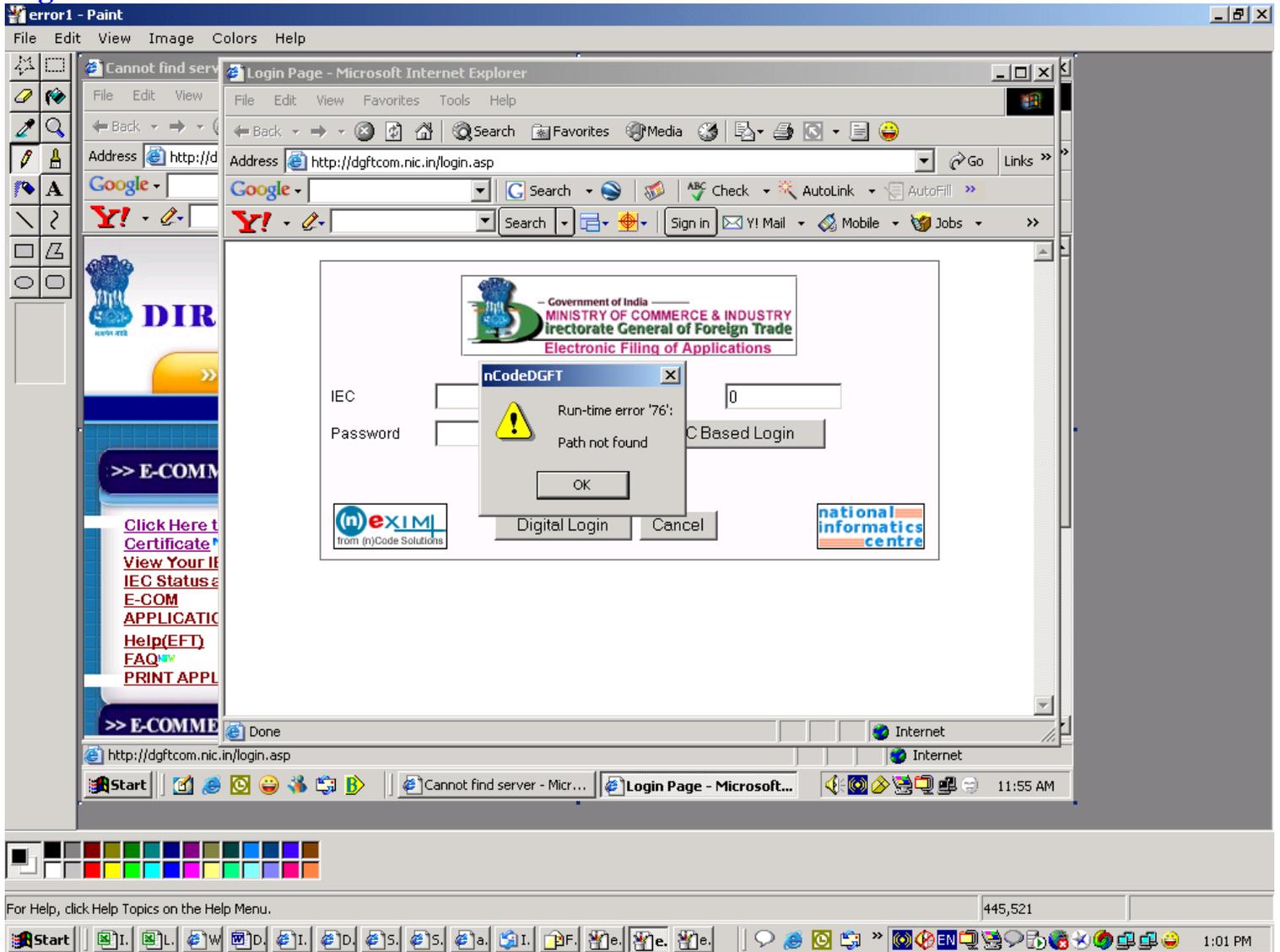
Go to Internet Explorer --> Tools --> popup blocker --> click on Turn off popup blocker as appearing in the following screen



If the pop-up blocker is turned on (Turn on pop-up blocker) then the pop-up blocked message will appear below the address bar. Select the option Always allow Pop-ups from the site to enable the pop-up option.



5. When I click on Digital login I get a errorRun Time Error => Please check the certificate => Login Failed.



error2 - Paint

File Edit View Image Colors Help

Cannot find serv... Login Page - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://d... http://dgftcom.nic.in/login.asp

Government of India
MINISTRY OF COMMERCE & INDUSTRY
Directorate General of Foreign Trade
Electronic Filing of Applications

IEC [input]
Password [input] Login

Error
Please Check Your Certificate Or Certificate is note Valid
OK

EXIM from (n)Code Solutions Digital Login Cancel national informatics centre

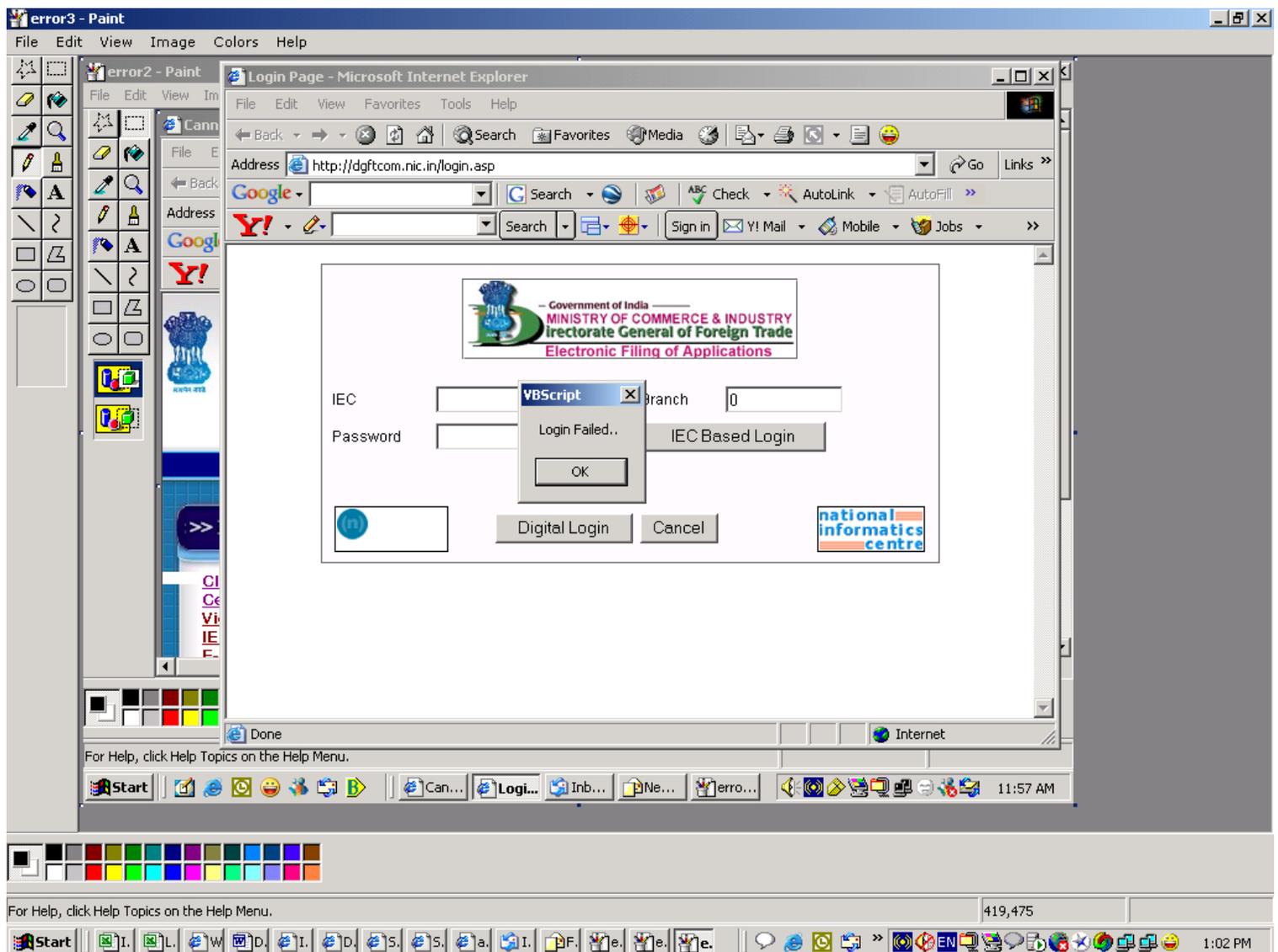
Done Internet

Start Can... Logi... Inb... Ne... 11:57 AM

Color palette

For Help, click Help Topics on the Help Menu.

Start I. L. W D. I. D. S. S. a. I. F. e. e. e. 1:02 PM



Try the following solution in case of Run time errors '438', '429', '76', '75' :-

In Internet Explorer---->Tools---->Internet options----> General ----> Settings---->View Objects---->Remove "nCodeDGFT.DGFTctl" Object---->Get the History, Temp Internet files, Cookies deleted ----->Restart the machine. If problem persist then Uninstall and reinstall the eToken drivers.

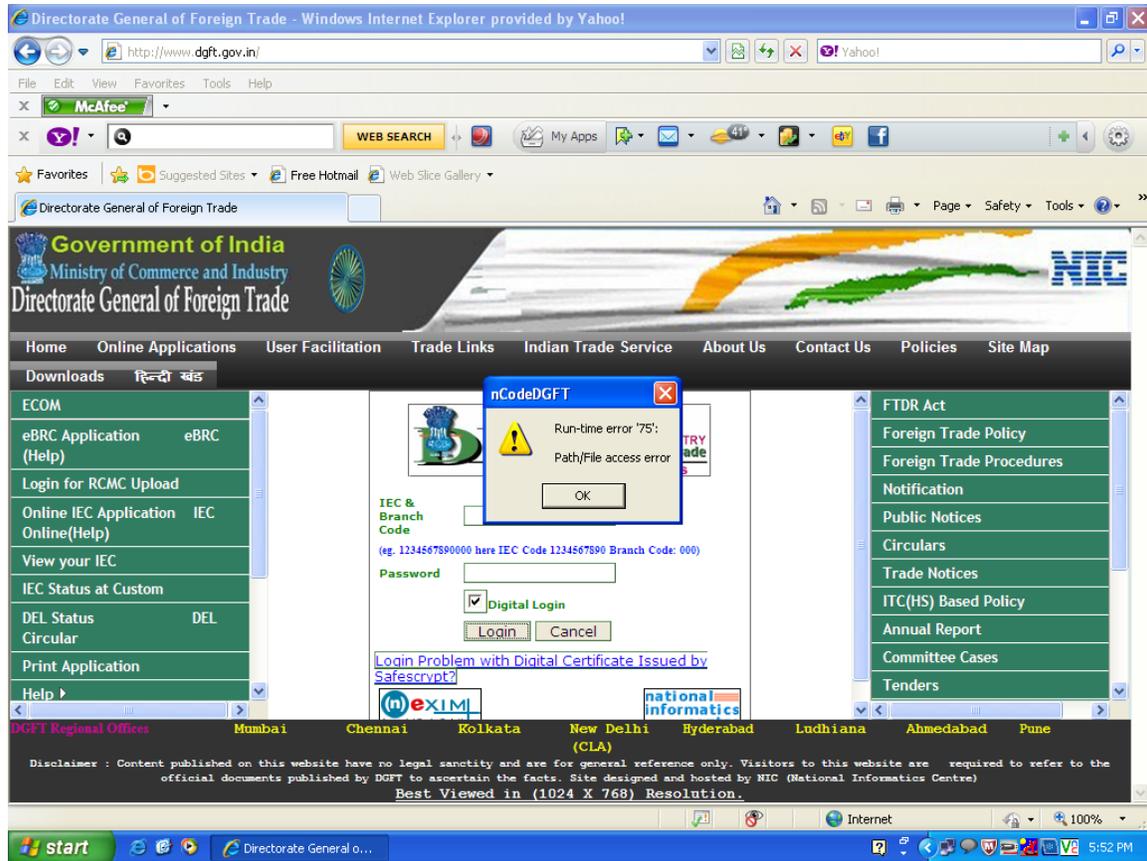
6. When I check my Certificate on the Internet explorer there is a red Asterisk on my Certificate applicant Name.

Or

When I click on Digital Login, I get an error “No Valid Certificate is present on this Computer”

First check the date of your computer. Go to Start>Settings>Control Panel>Date and Time> Change the date to the current date and time> Apply the settings and click OK. Now close your Internet Explorer and try once again.

7. Getting Error As "error code 75 " OR "Authentication Failed"

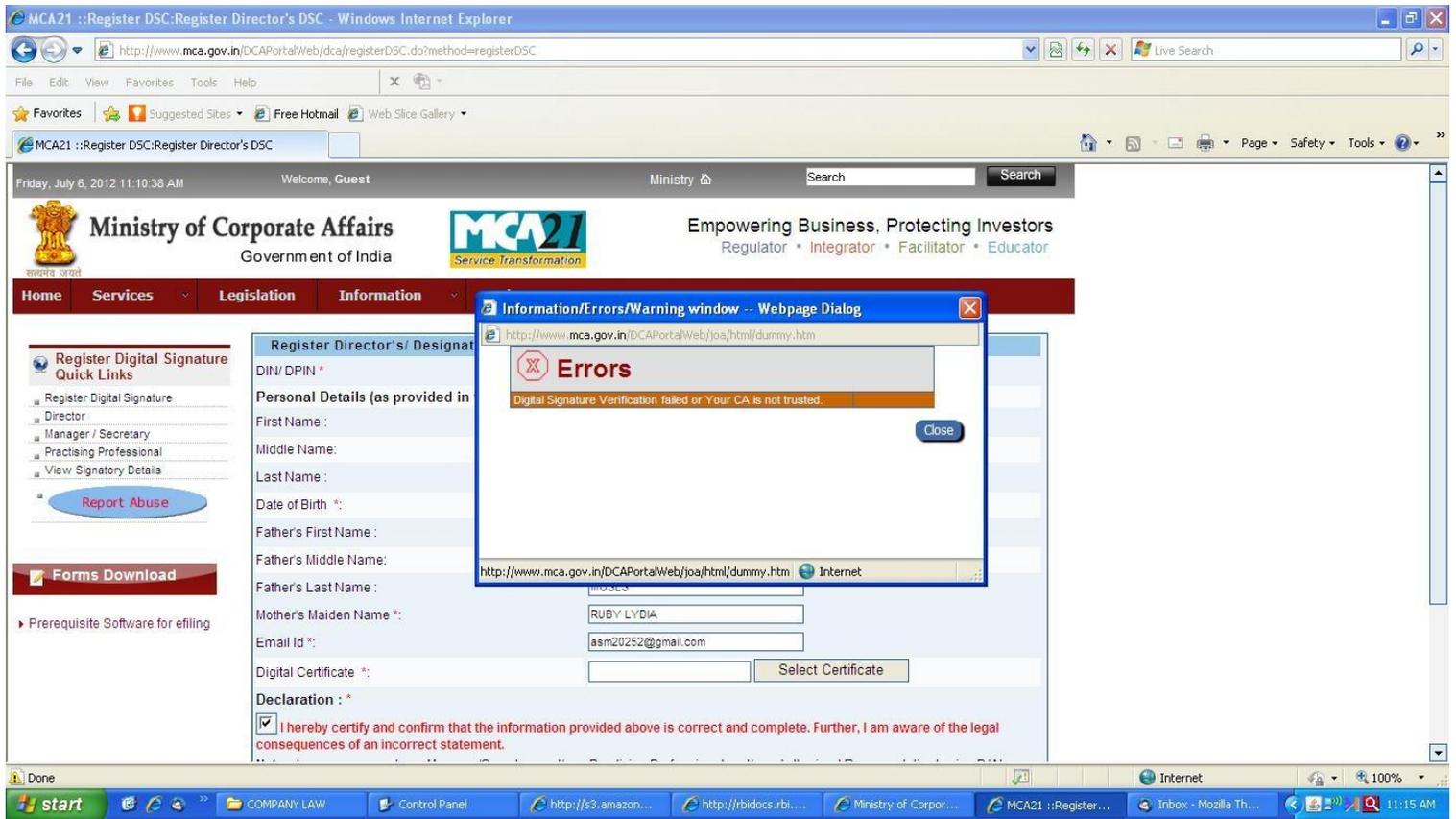


@. "New Mca Or Dgft Root Has To Be Installed To Resolve This Issue"

"Activ X Control Settings Must be Enabled"

"Delete temporary Files From Internet Explorer & Restart the Browser"

8.if you are getting error as "DIGITAL SIGNATURE VERIFICATION FAILED" or "CA IS NOT TRUSTED", "CERTIFICATE NOT FOUND "



@. "Your Windows Service Pack Should Be 3 "

"Enable Activ X Control Settings Of Internet Explorer 8"

"Update New Root Certificate"

"version Of Java Should be "Version 6 Update 30"

"New Root For Dgft Or Mca Must be Installed"