Help for troubled login

Q1. I am unable to access DGFT application from web after I have updated my Java.What to do?

Q2. How can I set up JVM setting on my system ?

Q3. How can I sure the JVM is compatible to browser (Internet Explorer) ?

Q4. Setting up of Security Policy for JVM.

Q5. Why am I getting the message while filing the application " ERROR WHILE SENDING OUTPUT/Error Receiving Input" ?

Q6. What are the Compatibility view setting and how I can set up on my PC/Laptop ?

Q7. How do I attach documents and digitally sign it?

Q8. How will I know that my file has been successfully signed and submitted?

Q9. I am not getting the e-commerce page for filing the application?

Q10. Why after logging on the DGFT application either by password or using digital certificate I am not getting any message after Ecom Reference Number is successfully created?

Q11. Why after logging into the DGFT application either by password or using digital certificate I am on same login page?

Q12. What is the proper setting of Internet explorer and how can I set up?

Q1. I am unable to access DGFT application from web after I have updated my Java. What to do?

Whenever a Java upgrade is available it gets installed on client PC knowingly or unknowingly. These new upgrades reset the old setting and many a times impose new security restrictions which stop it from application from web like DGFT online applications. If you are facing similar problems please do the following settings in your system:
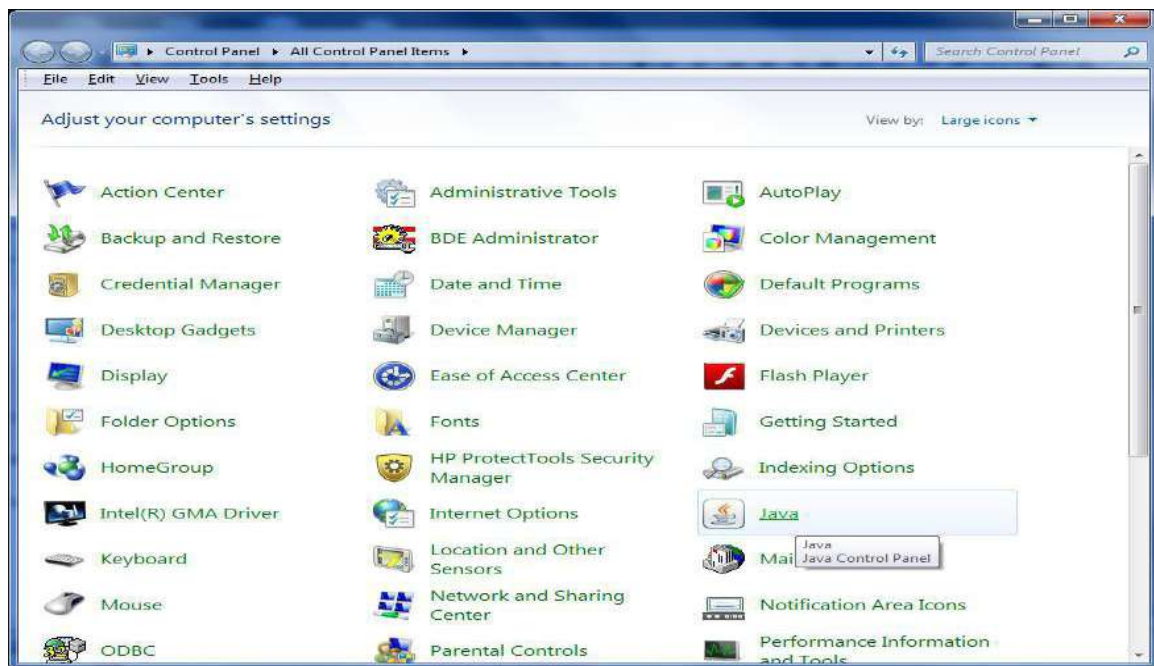
a) [Set up JVM setting on your system](#)
b) [Setup security policy for JVM on your system](#)

Q2. How can I set up JVM setting on my system?

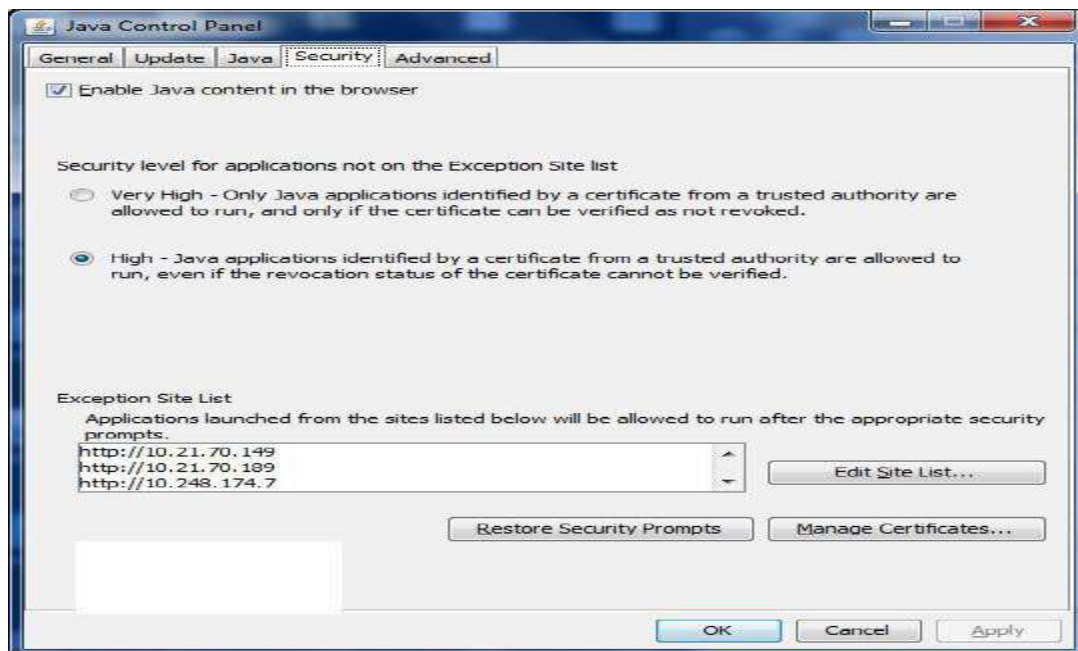(i) From the Start >>Control Panel >> Add/Remove Options remove the earlier JVM. Download and install JVM from the URL http://www.java.com/en/download/manual.jsp or http://java-virtual-machine.net/download.html

(ii) **During the JVM installation system will show the path where the new JVM will be installed. (For eg. C:**

(iii)   After the successful installation of JVM Go

to Control Panel - > Click JAVA Control Panel

select security tab

Enable the Check Box for Java Content in Browser

Select |Security Level High Radio button

Press Edit Site List

 enter IP :

 http://dgftebrc.nic.in
 http://dgft.gov.in
 http://dgftcom.nic.in
 http:// 164.100.128.143
 http:// 164.100.128.146

 http://dgftebrc.nic.in
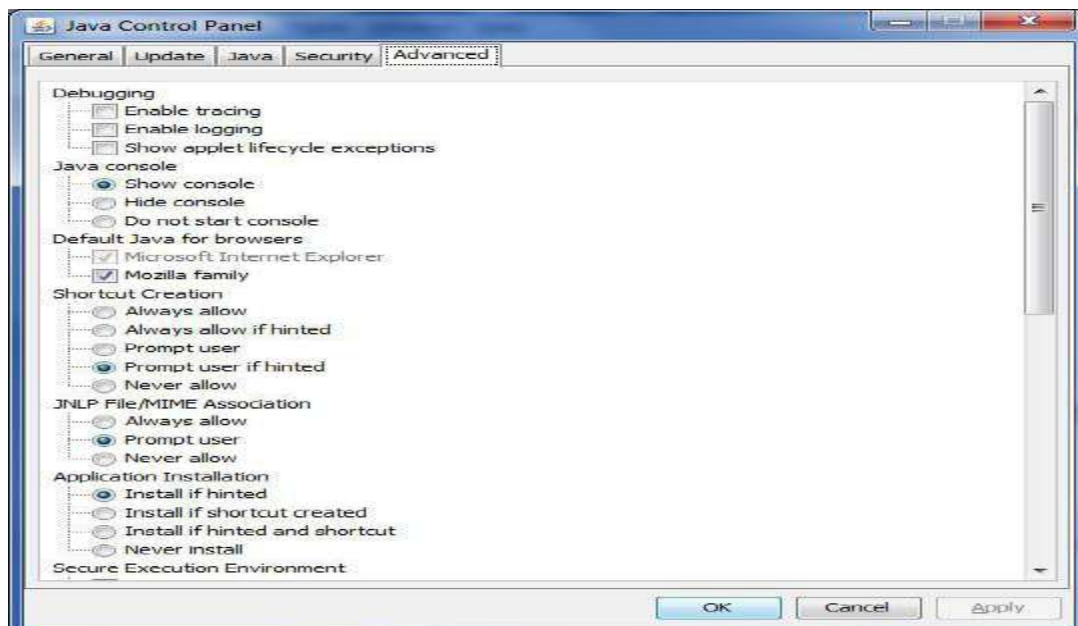 **http://dgft.gov.in**
 http://dgftcom.nic.in
 http:// 164.100.128.145
 http:// 164.100.128.146
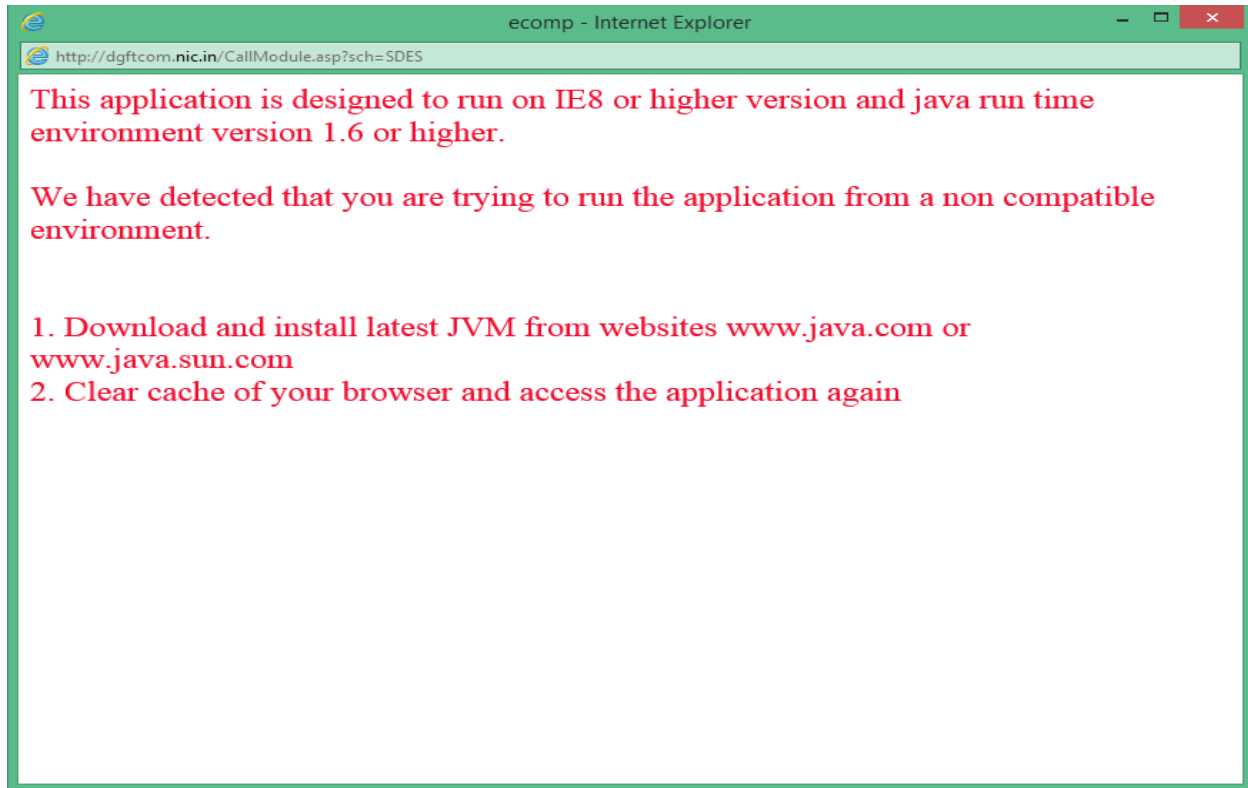
Press **Ok** Button.

iv) GOTO Advance Tab

Select **Show Consol** option under Heading **Java Consol** as shown below :

(iv) After installing it please restart machine and try to run the application.

Q3. How can I sure the JVM is compatible to browser (Internet Explorer).
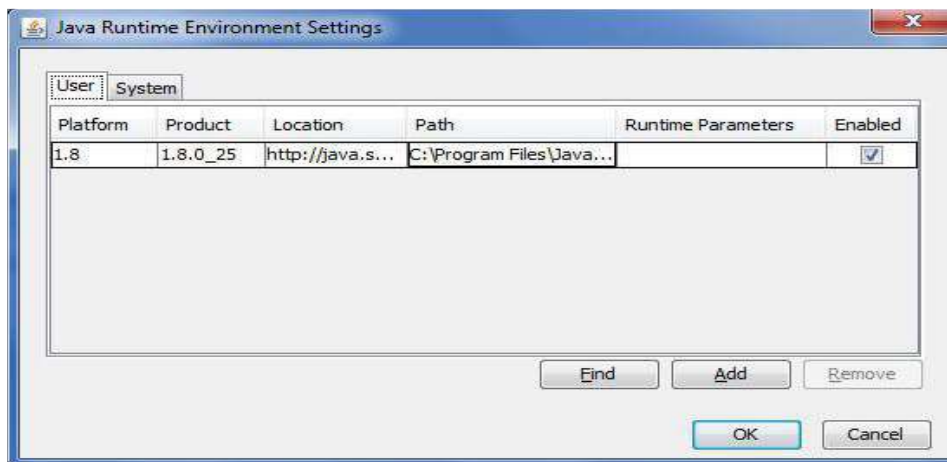
If the following screen appears.

It means that compatible version of JVM is not installed as per your browser (Internet Explorer). Follow **Question2**.

Q4. Setting up Security Policy for JVM

1) Once the JVM installed properly on your machine invoke the JAVA Consol through **CONTROL PANEL –> JAVA -> Advanced TAB -> Show Consol** option.

2) Once the JVM installed properly on your machine invoke the JAVA Consol through **CONTROL PANEL –> JAVA -> Java on Java Consol Panel -> View** option.

Note down the path of the folder where JVM is installed on your machine.

For eg : c:\Program File\Java\jre1.8.0_25

Go to folder **C:\Program Files\Java\jre1.8.0_25\lib\security** using Window Explorer and open the Java.policy file in the notepad. File content will be like this

Now copy the content **permission java.security.AllPermission;**

Add this lines at the end of the file as shown in the highlighted text.

File   Edit   Search   View   Tools   Macros   Configure   Window   Help

Find incrementally   ☐ Match case

java.policy * ×

```
        // that you specify, because Thread.stop() is potentially unsafe.
        // See the API specification of java.lang.Thread.stop() for more
        // information.
        permission java.lang.RuntimePermission "stopThread";

        // allows anyone to listen on dynamic ports
        permission java.net.SocketPermission "localhost:0", "listen";

        // "standard" properies that can be read by anyone

        permission java.util.PropertyPermission "java.version", "read";
        permission java.util.PropertyPermission "java.vendor", "read";
        permission java.util.PropertyPermission "java.vendor.url", "read";
        permission java.util.PropertyPermission "java.class.version", "read";
        permission java.util.PropertyPermission "os.name", "read";
        permission java.util.PropertyPermission "os.version", "read";
        permission java.util.PropertyPermission "os.arch", "read";
        permission java.util.PropertyPermission "file.separator", "read";
        permission java.util.PropertyPermission "path.separator", "read";
        permission java.util.PropertyPermission "line.separator", "read";

        permission java.util.PropertyPermission "java.specification.version", "read";
        permission java.util.PropertyPermission "java.specification.vendor", "read";
        permission java.util.PropertyPermission "java.specification.name", "read";

        permission java.util.PropertyPermission "java.vm.specification.version", "read";
        permission java.util.PropertyPermission "java.vm.specification.vendor", "read";
        permission java.util.PropertyPermission "java.vm.specification.name", "read";
        permission java.util.PropertyPermission "java.vm.version", "read";
        permission java.util.PropertyPermission "java.vm.vendor", "read";
        permission java.util.PropertyPermission "java.vm.name", "read";
        permission java.security.AllPermission;
};
```

Search Results

Search Results   Tool Output

Save this file. Please note that if system setting not allows you to modify the content than save it in the temporary folder say c:\temp first. Copy this java.policy file to folder C:\Program Files\Java\jre1.8.0_25\lib\security. Restart the system.

Q5. Why am I getting the message while filing the application "ERROR WHILE SENDING OUTPUT /Error Receiving input"?

A. ' ERROR WHILE SENDING OUTPUT (java.net.SocketPermission 164.100.128.143:8100 connect,resolve) Message will come due to following reasons

(i) It means you have not properly updated 'Java.policy' as per question 4.

(ii) Various ports make be blocked on your Proxy Server(Please ensure that port 8100 is enabled).

B. ' **Error Receiving Input** ' will come due to following reasons

(iii) 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.

(iv) 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).

(Please Note: Clean the Cache of the browser from the Internet options of the Tools Menu. Remove temporary internet files, cookies and history items from the browser regularly)

Q6. What are the Compatibility view setting and how I can set up on my PC/Laptop ?

Compatibility view settings are necessary whenever you are using digital signature for ECOM applications at DGFT server. Some time IE browser do not display the content properly . Therefore make sure that your compatibility view settings are set. Perform the following steps:

Step1:

Open IE -> Select Compatibility View -> enter

To be Added by Exporter

http://dgftebrc.nic.in
http://dgft.gov.in
http://dgftcom.nic.in
http:// 164.100.128.143
http:// 164.100.128.146

To be added by RA officials

http://dgftebrc.nic.in
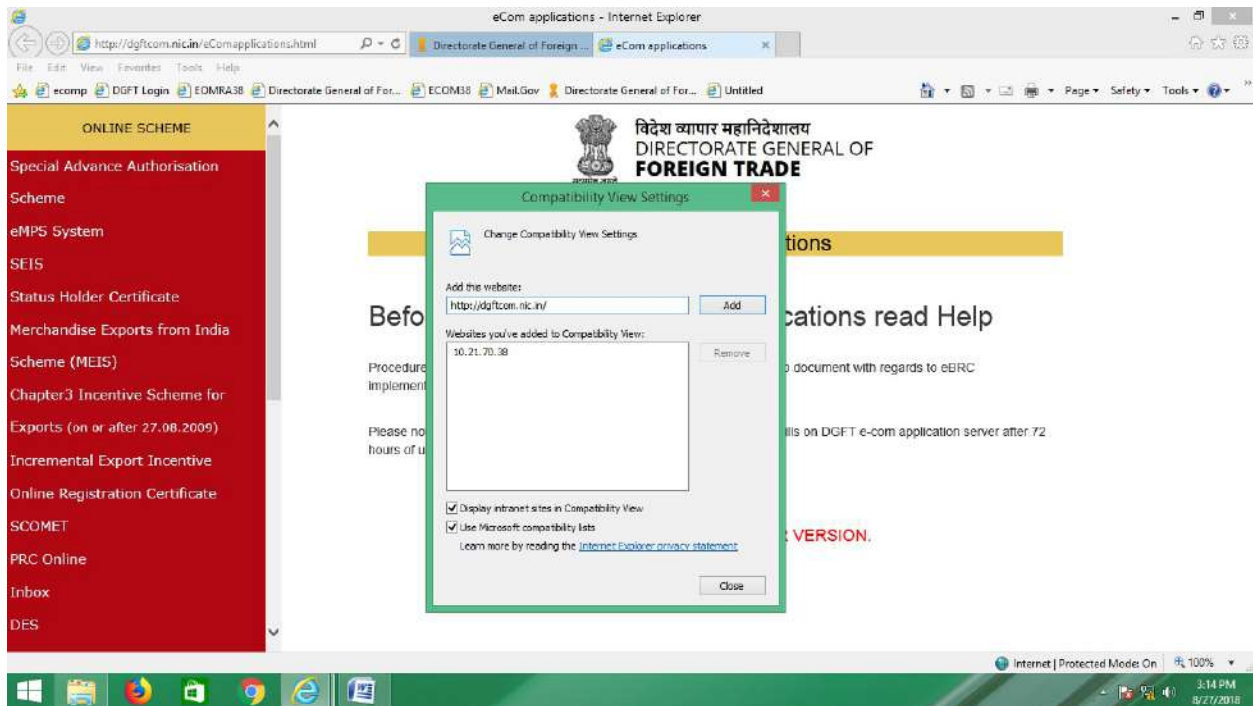**http://dgft.gov.in**
http://dgftcom.nic.in
http:// 164.100.128.145
http:// 164.100.128.146

Press ADD button. Select both the checkboxes shown below followed by Close button**.**
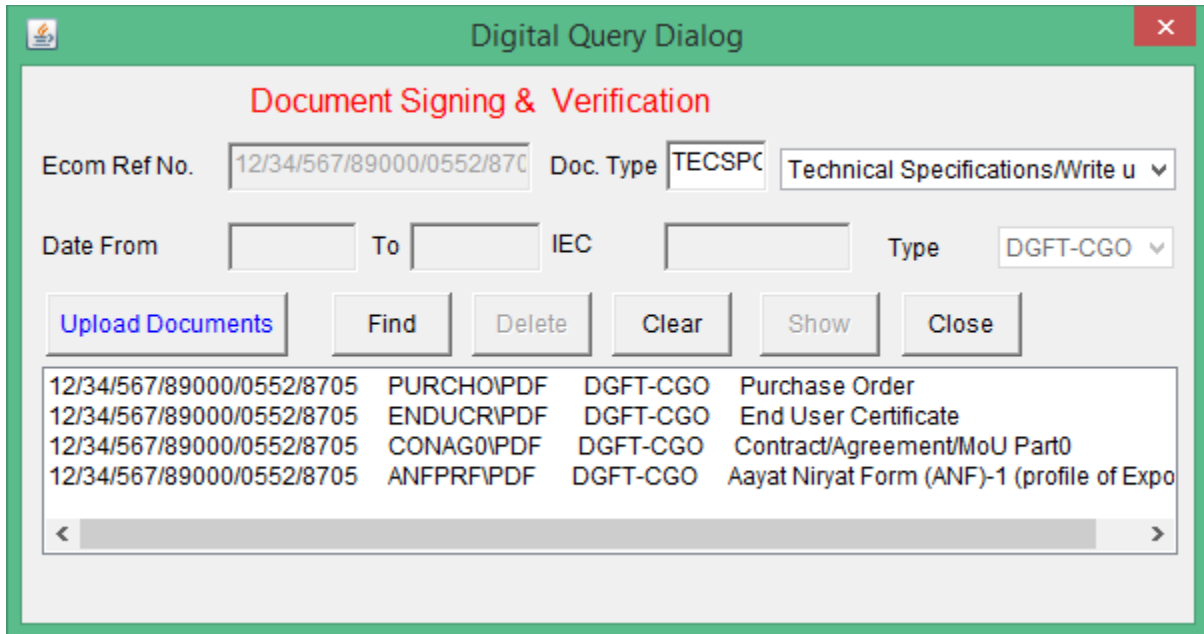
Step2 : SET POP UP BLOCKER TURNED OFF

IE -> TOOLS -> SET POPUP TURNED OFF

Q7. How do I attach documents and digitally sign it?

In all the online Licensing applications there is a **Attachment of Documents Button** on the main dialog of any Licensing module. On selecting this button following dialog will appear
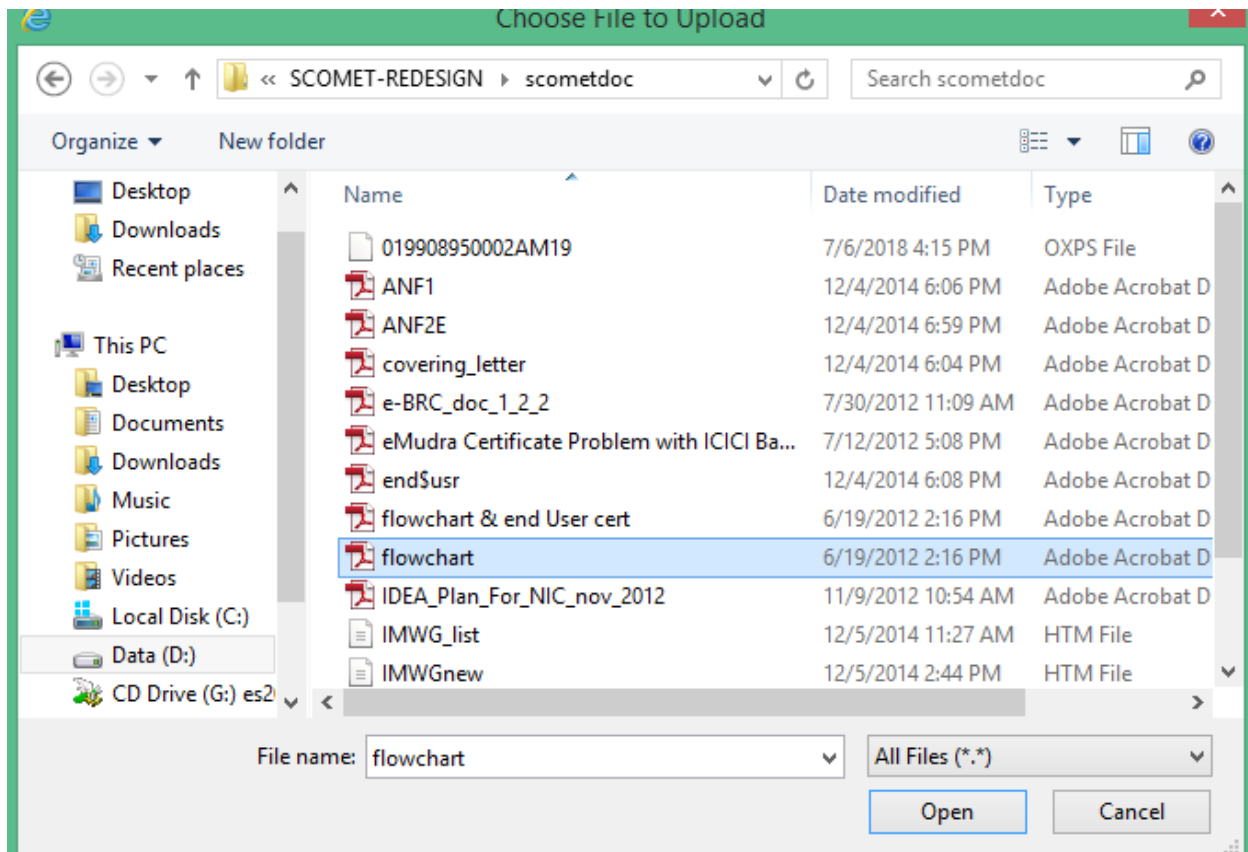
Click the **Upload Documents Button** as on the left side of the above dialog when the **Document/File Sign and Upload dialog** will appear on a new page.

Select the **Browse Button** as on the right hand side

When you click the browse button the Choose dialog will appear as

Select the required file that you have to attach and press the **Open button**.
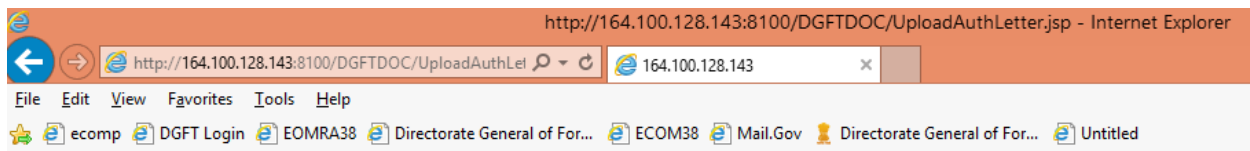
The path of the file will automatically appear as given from your local system in the File text box. Enter the subject name in the subject text box option.

(Please Note :The maximum size of the file to be attached should be note more than 500KB)

Select the **Document Sign Button** at the bottom of the **Document/File Sign and Upload dialog** at the when following **Sign File dialog** will box will appear as follows:

When you Click the **OK Button** the following dialog with the status will appear as follows.

Your document has been uploaded successfully.

In case you want to attach another document click **Yes Button** and give the path of the file. Likewise repeat the above process for attaching other files.

(Please Note: You can scan the document before attaching. The files with extension of type .pdf is only allowed.)

Q8. How will I know that my file has been successfully signed and submitted?

A. Select Submit Button on the main dialog of the application. Select the desired Office Code from the drop down list and press OK Button. The submit message box will be displayed as below.

Select Yes Button to proceed when the file will appear in a browser on a different page with **Sign&Submit** and **Cancel Button** at the bottom.

Select **Sign&Submit Button** to submit your application when the system will check your private key (in case you are using you digital certificate) and in a new page will appear with Application **Submission Status : Successful**.

Select Cancel Button if you don't want to submit your application.

Q9. 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.

(Please Note: Clean the Cache of the browser from the Internet options of the Tools Menu. Remove temporary internet files, cookies and history items from the browser regularly**)**

Q10. Why after logging on the DGFT application either by password or using digital certificate I am not getting any message after Ecom Reference Number is successfully created?

It is a due to JVM (Java Virtual Machine).

(i) At the time of logging into the application .the Download JVM link will appear to download/install JVM

(ii)From the Start >>Control Panel >> Add/Remove Options remove the earlier JVM. Download and install JVM from the URLhttp://www.java.com/en/download/manual.jsp or http://java-virtual-machine.net/download.html

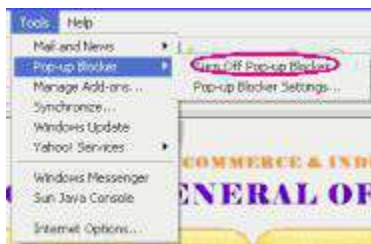(iii)After installing it please restart machine and try to run the application.

Q11.Why after logging into the DGFT application either by password or using digital certificate I am on same login page?

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 pop-up blocker as appearing in the following screen
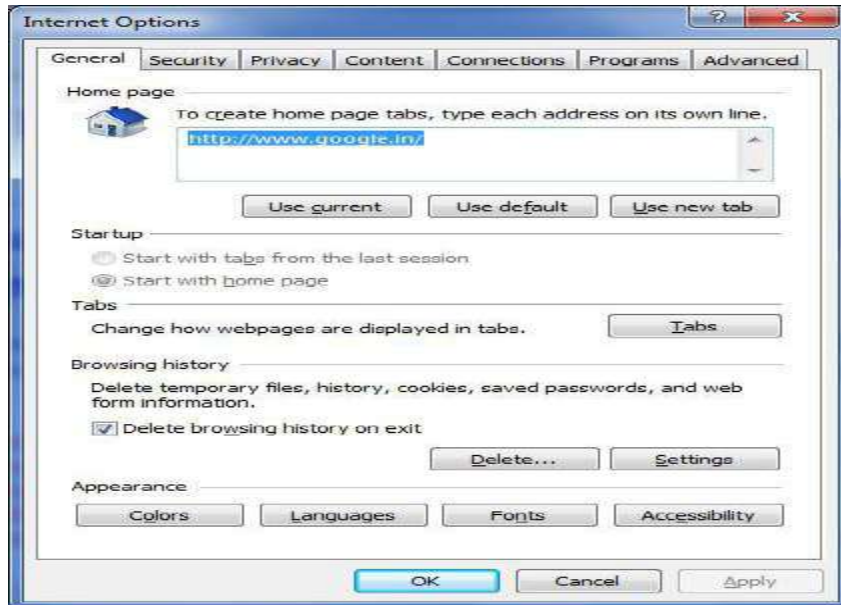

If the pop-up blocker is tuned on (Turn on pop-up blocker)then the pop -up blocked message will appear below the address bar .Select the option Always allow Pop-ups from the site to enable the pop-up option.
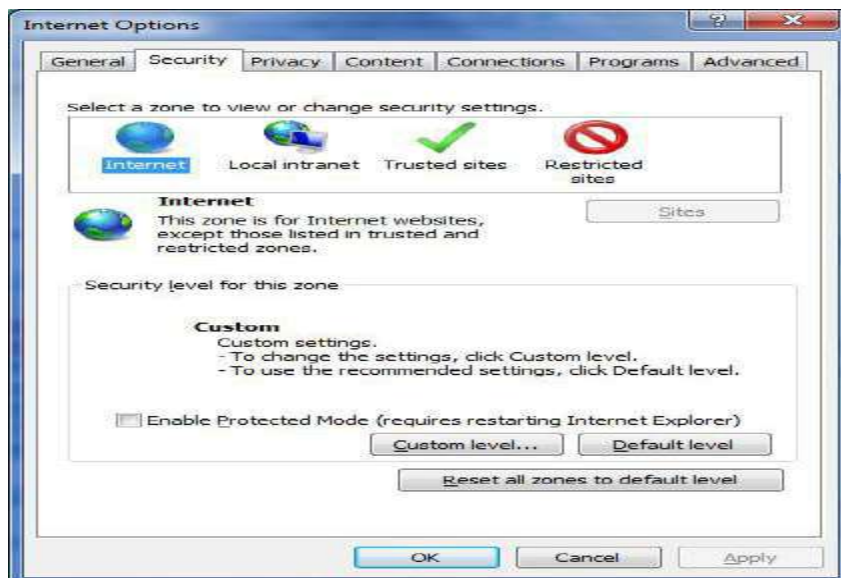
Q12. What is the proper setting of Internet explorer and how can I set up?

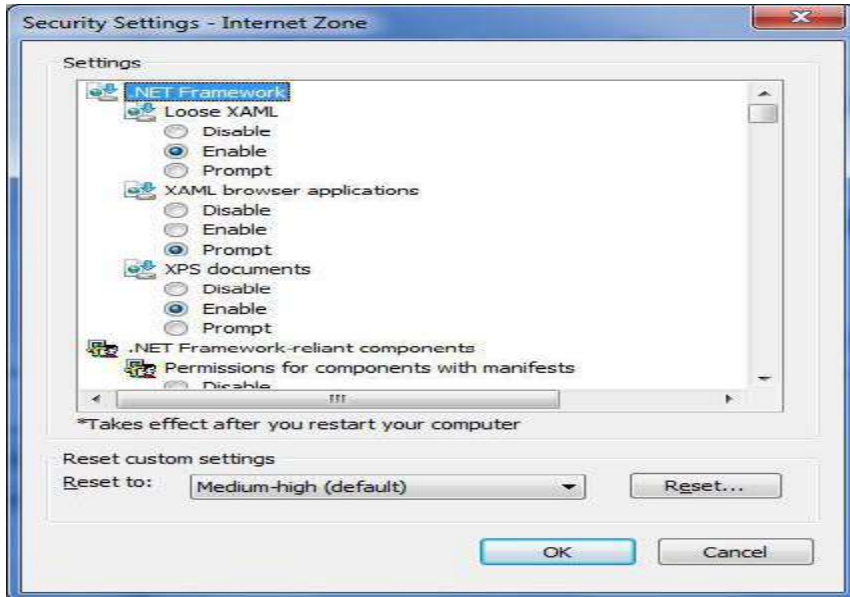Invoke IE -> Internet Option ->

Screen 1
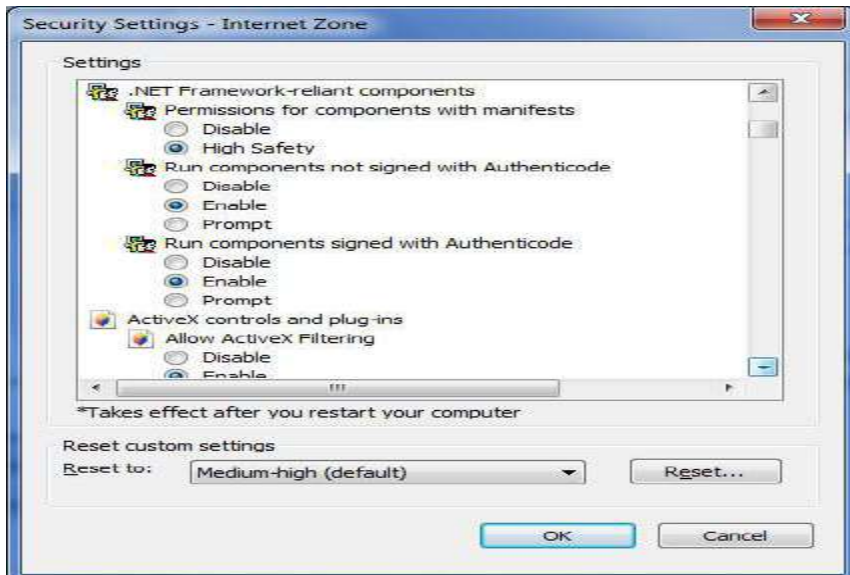
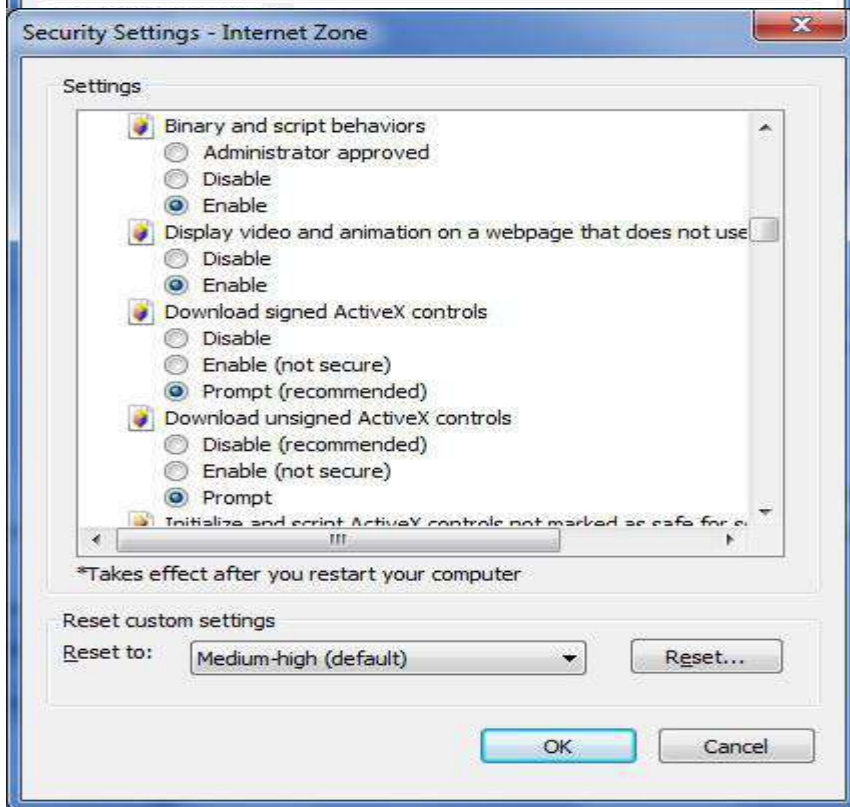**Click Security Tab -> Select Internet Zone**

Select Custom Level.

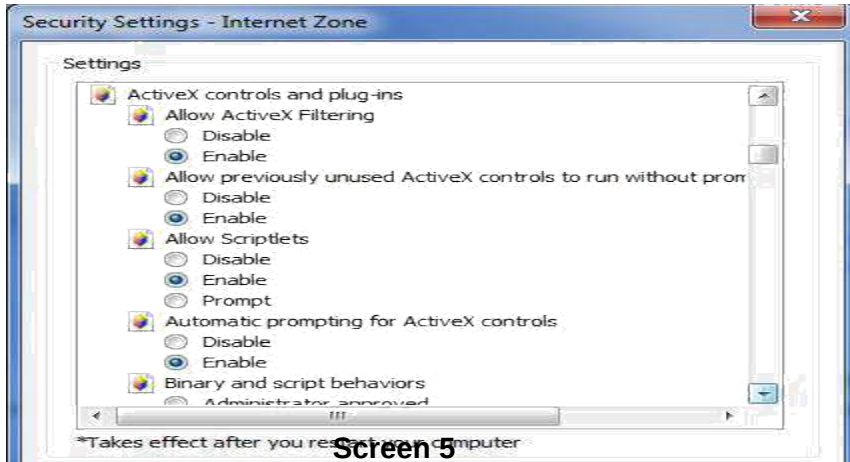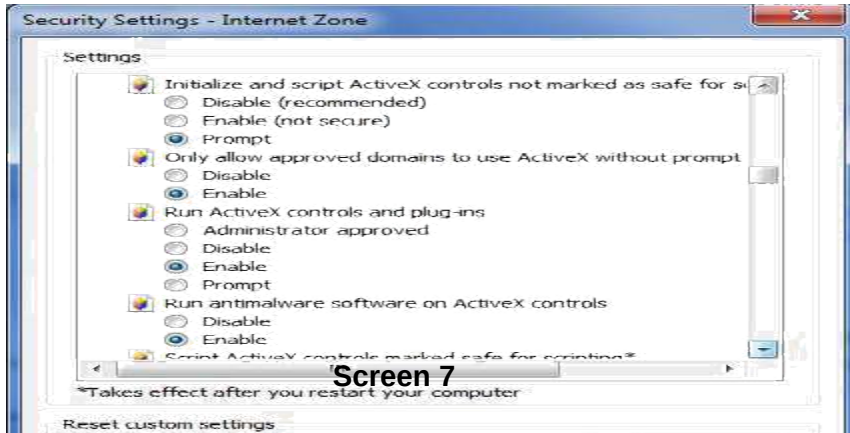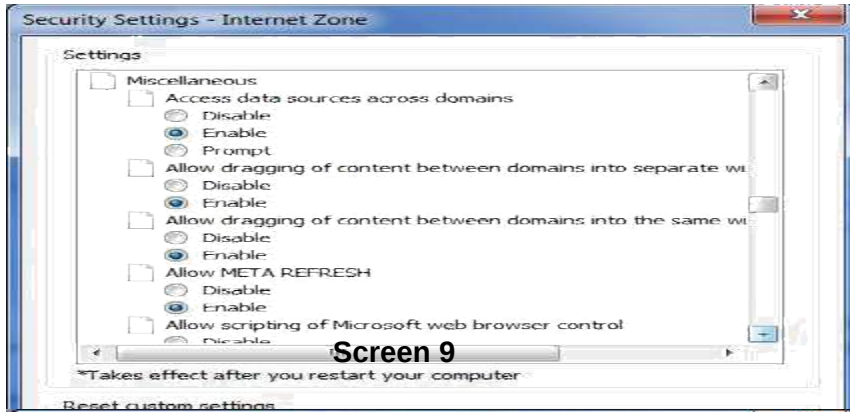**Now set the different Option as shown below**

Screen 3

Screen 4

Screen 5

Screen 6

Security Settings - Internet Zone

Settings

Initialize and script ActiveX controls not marked as safe for se
- ○ Disable (recommended)
- ○ Enable (not secure)
- ● Prompt

Only allow approved domains to use ActiveX without prompt
- ○ Disable
- ● Enable

Run ActiveX controls and plug-ins
- ○ Administrator approved
- ○ Disable
- ● Enable
- ○ Prompt

Run antimalware software on ActiveX controls
- ○ Disable
- ● Enable

Script ActiveX controls marked safe for scripting*

*Takes effect after you restart your computer

Reset custom settings

Screen 7

Security Settings - Internet Zone

Settings

Script ActiveX controls marked safe for scripting*
- ○ Disable
- ● Enable
- ○ Prompt

Downloads
- File download
  - ○ Disable
  - ● Enable
- Font download
  - ○ Disable
  - ● Enable
  - ○ Prompt

Enable .NET Framework setup
- ○ Disable
- ● Enable

Miscellaneous

*Takes effect after you restart your computer

Reset custom settings

Reset to: Medium-high (default) ▼   [Reset...]

[OK]   [Cancel]

Screen 8

Screen 9

Screen 10

Screen 11

Screen 12

Screen 13

Screen 14

Screen 15

Screen 16