Kerala Commercial Taxes Department

DIGITAL SIGNATURE HAND BOOK

Content

- **1.** FAQ
- 2. KVATIS Procedure for Digital Signature Certificate (DSC) Registration & Signing
- 3. Browser Settings for Digital Signature
- **4.** Digitally Signed Documents -Signature Status Invalid or Signature is Unknown

Digital Signature FAQ

- 1. Which are the digital documents in KVATIS for which Digital Signature is mandatory?
 - 8FA
 - Online Delivery Note
 - Statutory Forms
 - C Form
 - o F Form
 - o E1 Form
 - o E2 Form
 - H Form
 - 0

2. Whether Digital Signature is mandatory in Return filing?

• No; Digital Signature is optional for return filing

3. Whether more than one Person is entrusted to digitally sign the document in KVATIS for a firm?

• Yes, the authorized signatory detail has to be appended in the authorized signatory screen and enroll his/her digital signature in the digital signature enrollment screen.

4. I have entered the authorized signatory details, but not able to enroll digital signature.

- If the issue is not showing e Mudhra web signer window please check the following
 - i. Turn Off pop up blocker in the Browser.
 - ii. Enable Java settings of the browser.
 - iii. If the browser doesn't have the Java (JRE) as required by KVATIS, click on the link to download JRE before registering and transacting on the site. (http://comtax.kerala.gov.in/KVAT/jre_KVAT.exe)
 - iv. Download the browser settings from Download User Manual link in the dealer home page and click Browser Settings(Digital Signature) and incorporate the changes
 - v. Check whether the antivirus or windows firewall in the machine blocks the java applet.
- If the issue is Credential invalid message coming
 - i. Please check the PAN applied for taking digital certificate trying for enrollment against the authorized signatory and PAN entered against authorized signatory details are same.

- Your Digital signature details is not showing in the e Mudhra web signer window
 - i. Ensure that, USB token containing Digital Signature Certificate is connected to the PC.
 - ii. In the case of PFX file stored in the CD media or hard disk. Please click P12/PFX tab in the window and click browse button. Select your digital signature file (PFX) from the CD / hard disk.
 - iii. Please install the digital signature driver properly or contact your digital signature supplier.
- If the issue is still persists even after made all the above settings please Contact 09591984533, 09591995033.
- 5. I have add the authorized signatory details and enrolled digital signature also, but not able to take statutory form / Delivery note/ 8FA.
 - If the e Mudhra web signer window for signing is not displayed please check the procedures mentioned in item no.4 above.
 - Showing only KVAT processing screen
 - a. The signing process takes some time; if the screen shows more than a reasonable time please close the window and check the status of the document. If the status is submitted it is digitally signed. Now you can take the digitally signed document. If the status is initiated please try to sign again.

6. Whether I can use this facility from any of the computer?

• Yes, but before attempting digitally signing please make sure that all the procedures mentioned in item no.4 above is done on the computer.

7. Any helpline numbers for supporting Digital signature issues?

• Yes, e-Mudhra the technology partner for implementing Digital Signature has setup telephone support for technical issues related to Digital Signing. The numbers are as follows:

09591984533 09591995033 **Customer service** 080-43360000 (Monday - Friday 9.00 am - 07.00 pm and Saturday 09.30 am - 05.00 pm)

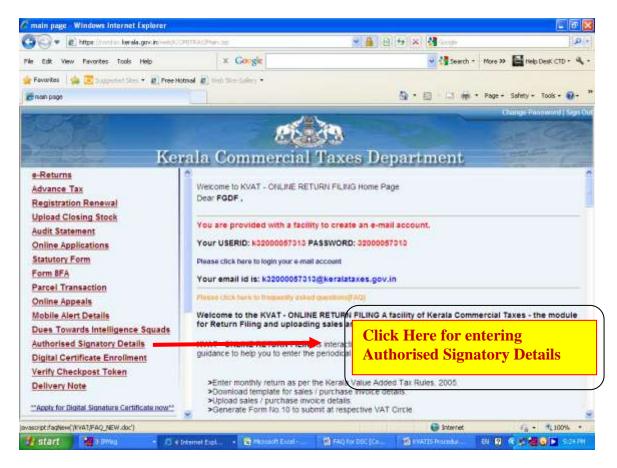
e-mail - info@e-mudhra.com.

- 8. The signature in the digitally signed pdf document shows the status 'invalid signature / unknown identity'
 - If the signature in the signed document shows invalid signature

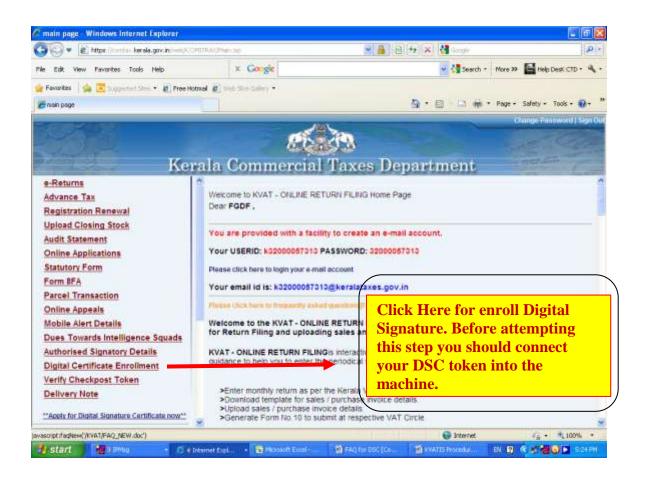
- a. Check your Adobe reader version. If the version number is less than 9 Upgrade to Adobe 9 or above.
- If the signature in the digitally signed pdf document shows unknown identity.
 - a. Right click over the signature shown in the signed document
 - b. Select Signature Properties
 - c. Click 'show certificate'
 - d. Select the 'Trust' tab in the shown certificate
 - e. Click 'Add to Trusted Identities'
 - f. Click 'OK' in the pop up window
 - g. Tick the following options
 - i. Certified documents
 - ii. Dynamic Content
 - iii. Embedded high privilege Java Script
 - iv. Privileged System Operations
 - h. Click 'OK'
 - i. Click 'OK'
 - j. Click 'Validate Signature' button

KVATIS Procedure for DSC Registration <u>& Signing</u>

1. Authorized Signatory Details



2. Digital Signature Enrollment Process





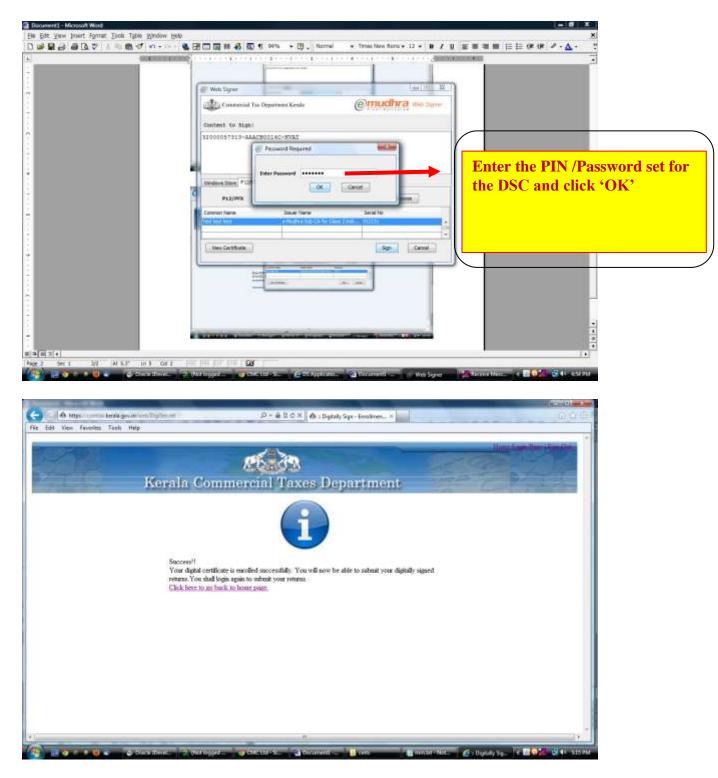
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Click here			not shown here and ener sig

- If e Mudhra web signer window as above is not shown when you click over the link ' Click here to enroll your digital certificate with KVATIS ' provided in the enrollment page, Please check the following
 - 1. Turn off your popup blocker
 - a. If you are using Internet Explorer; please make sure that Turn on Popup Blocker is showing against Pop up Blocker in the Tool menu.
 - b. If you are using Mozilla Firefox Take Options from Tools menu. Take *Content* Tab and remove the $\sqrt{}$ from the box Block Pop up Windows.
 - 2. Check whether the JAVA component named **jre 1.6** or above is installed on your machine.
 - a. To test Whether java is working on the computer Click www.java.com then click on "Test the currently installed version of java"

or

Go to Control Panel and check whether Java icon is showing there or not. If not showing please install jre 1.6.

- b. For installing jre1.6 please use the following link: http://comtax.kerala.gov.in/KVAT/jre_KVAT.exe
- 3. Even after attempting the above steps, **e Mudhra web signer** window is not coming please check the Windows Firewall settings & Antivirus settings in the machine.
- In the case of digital signature in USB token your signature will be shown in the list of 'Windows Store' tab of e Mudhra web signer window.
- If your certificate details not showing in the web signer window please check the following.
 - 1. If you are using Internet Explorer; please take *Internet Options* from *Tools*. Take *Content* Tab and click *Certificate* button. There check your certificate is displaying there in the *Personal* Tab. If your signature not showing please install the digital signature driver properly or contact your digital signature supplier.
- In the case of digital signature files stored in the CD or Personal Computer
 - 1. Click P12/PFX tab in the e Mudhra web signer window.
 - 2. Click Browse Button
 - 3. Select the P12/PFX file from the CD or from the computer.



Registration completed. After this process you are ready for signing documents digitally.

3. Returns process

Before attempting this you should connect your DSC token into the machine.

Go to Print Return link and select the Assessment year and return which you want to digitally sign and Click Print Return Button.

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• If e Mudhra web signer window is not shown when you click ' Submit & Print' button , Please check the following

- 1. Turn off your popup blocker
 - a. If you are using Internet Explorer; please make sure that Turn on Popup Blocker is showing against Pop up Blocker in the Tool menu.
 - b. If you are using Mozilla Firefox Take Options from Tools menu. Take Content Tab and remove the √ from the box Block Pop up Windows.
- 2. Check whether the JAVA component named **jre 1.6** or above is installed on your machine.
 - a. To test Whether java is working on the computer Click www.java.com then click on "Test the currently installed version of java"

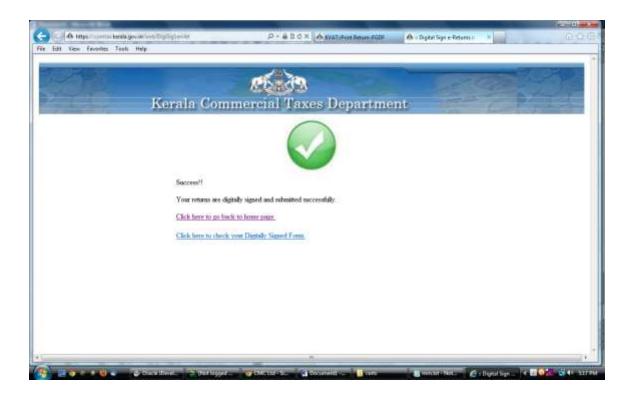
or

Go to Control Panel and check whether Java icon is showing there or not. If not showing please install jre 1.6.

- b. For installing jre1.6 please use the following link: http://comtax.kerala.gov.in/KVAT/jre_KVAT.exe
- 3. Even after attempting the above steps, **e Mudhra web signer** window is not coming please check the Windows Firewall settings & Antivirus settings in the machine.
- In the case of digital signature in USB token your signature will be shown in the list of Windows Store tab of e Mudhra web signer window.
- If your certificate details not showing in the web signer window please check the following.

- 1. If you are using Internet Explorer; please take *Internet Options* from *Tools*. Take *Content* Tab and click *Certificate* button. There check your certificate is displaying there in the *Personal* Tab. If your signature not showing please install the digital signature driver properly or contact your digital signature supplier.
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 - 1. Click P12/PFX tab in the e Mudhra web signer window.
 - 2. Click Browse Button
 - 3. Select the P12/PFX file from the CD or from the computer.

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Returns completed.

4. Statutory form Signing

Before attempting this you should connect your DSC token into the machine.

Digital Signature will apply in the submit & print screen after entering form details. After affixing digital signature the status of the form will be automatically changed to Submitted status. After submission no corrections will be allowed.

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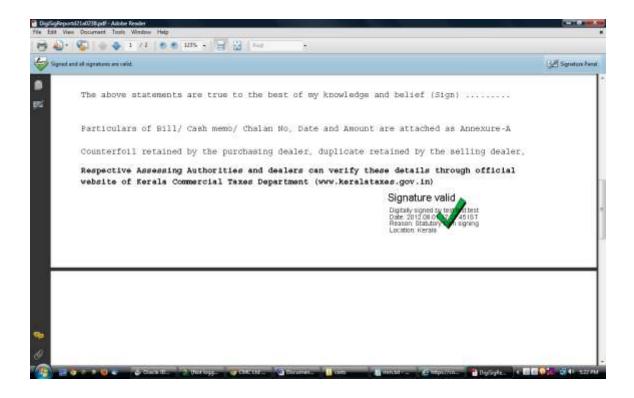
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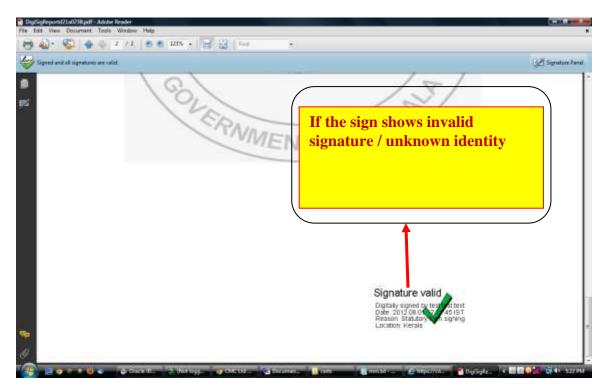
Go to Control Panel and check whether Java icon is showing there or not. If not showing please install jre 1.6.

- b. For installing jre1.6 please use the following link: http://comtax.kerala.gov.in/KVAT/jre_KVAT.exe
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- a. If the signature in the signed document shows invalid signature
 - i. Check your Adobe reader version. If the version is less than 9 Upgrade to Adobe 9 or above.
- b. If the signature in the digitally signed pdf shows unknown identity.
 - i. Click over the signature shown in the signed document

- ii. Take Signature Properties
- iii. Click 'show certificate'
- iv. Take 'Trust' tab in the shown certificate
- v. Click 'Add to Trusted Identities'
- vi. Click 'ok' in the coming pop up
- vii. Put tick mark against the following options
 - 1. Certified documents
 - 2. Dynamic Content
 - 3. Embedded high privilege Java Script
 - 4. Privileged System Operations
- viii. Click 'ok'
- ix. Click 'OK'
- x. Click 'Validate Signature' button

End of statutory form.

2. <u>BROWSER SETTINGS INSTRUCTION</u> <u>MANUAL</u>

Enabling Java and ActiveX Settings of Internet Explorer:

Enabling Java and Active X Settings varies for different versions of Internet Explorer. The setting can be done based on the browser you are using:

- A. IE 6.0 Settings.
- B. IE 7.0 Settings.
- C. IE 8.0 Settings.
- D. IE 9.0 Settings.
- E. Mozilla Firefox:
- F. Google Chrome:

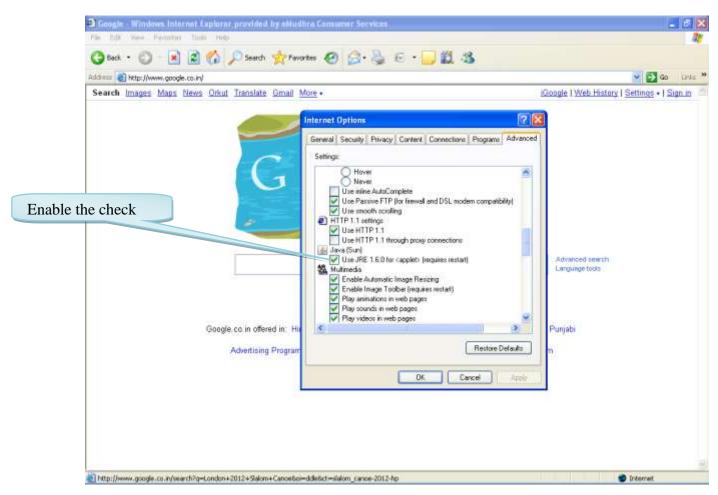
1. IE 6.0 Settings:-

- 1) Click on tools > Internet options > security > trusted site > click on sites button > add the website and click on close button.
- 2) Click on custom level to set the active X control :

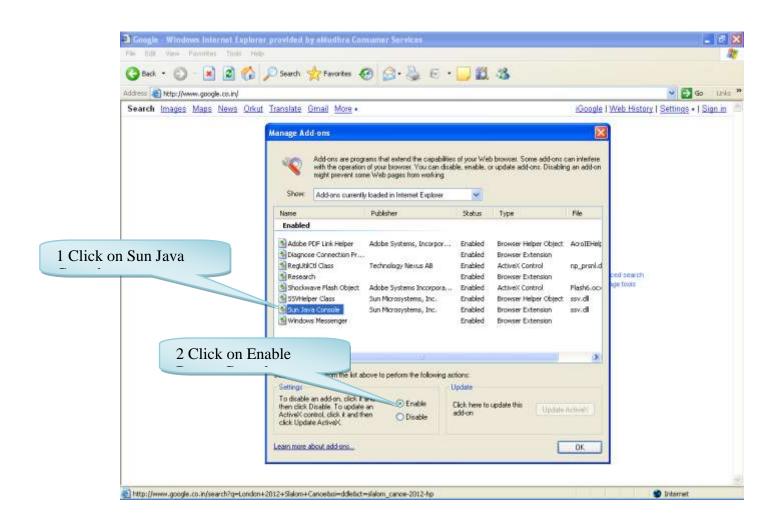
Active X controls and plug-in	Disable	Enable	Prompt
Automatic prompting for ActiveX controls.	✓	-	-
Binary and script behaviors.	-	\checkmark	-
Download signed ActiveX controls.	-	-	✓
Download unsigned ActiveX controls.	-	✓	-
Initialize and script ActiveX controls not marked as safe for scripting	-	~	-
Run ActiveX controls and plug-ins.	_	\checkmark	-
Script ActiveX controls marked safe for scripting.	-	✓	-

The Java has to be enabled in two places. Follow the steps and enable the java in your browser:

• To Enable the Java → open IE → Go to Tools → Internet options → advanced → scroll down and you will be able to see the below pop message:



To Enable the Java → open IE → Go to Tools → Click on Manage Add-ons → You will be able to see the below pop message:



2. IE 7.0 Settings:-

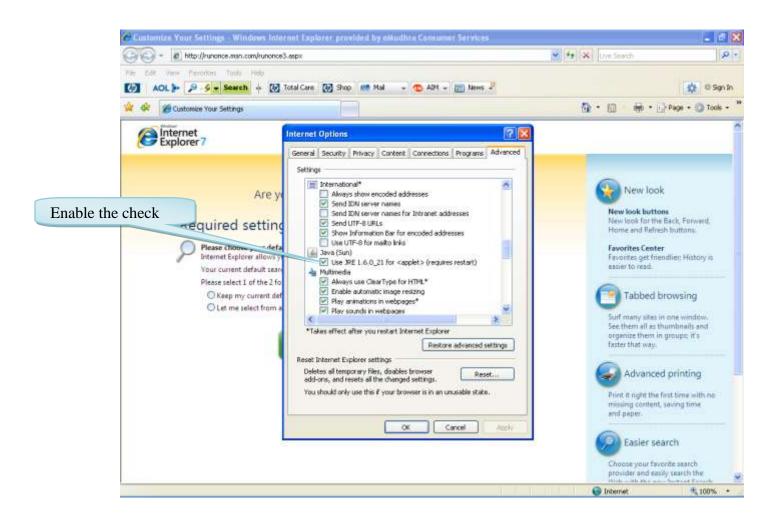
- 3) Click on tools > Internet options > security > trusted site > click on sites button > add the website and click on close button.
- 4) Click on custom level to set the active X control :

Active X controls and plug-in	Disable	Enable	Prompt
Allow previously unused ActiveX controls to run without prompt.	✓	-	-
Allow Scriptlets.	✓	-	-
Automatic prompting for ActiveX controls.	✓	-	-
Binary and script behaviors.	-	✓	-
Display video and animation on a webpage that does not use external media player.	~	-	-

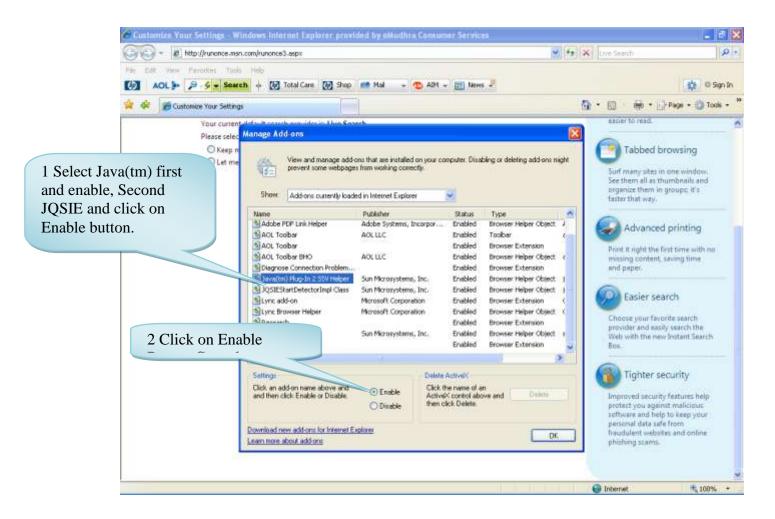
Download signed ActiveX controls.	-	-	✓
Download unsigned ActiveX controls.	-	✓	-
Initialize and script ActiveX controls not marked as safe for scripting.	-	√	-
Run ActiveX controls and plug-ins.	-	✓	-
Script ActiveX controls marked safe for scripting.	-	√	-

The Java has to be enabled in two places. Follow the steps and enable the java in your browser:

To Enable the Java → open IE → Go to Tools → Internet options → advanced → scroll down and you will be able to see the below pop message:



To Enable the Java → open IE → Go to Tools → Click on Manage Add-ons → Click on Enable or disable add-ons you will be able to see the below pop message:



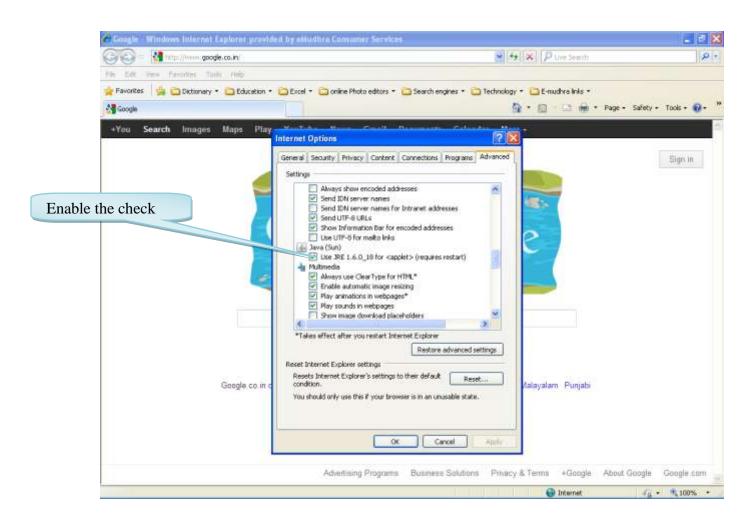
3. IE 8.0 Settings:-

Active X controls and plug-in	Disable	Enable	Prompt
Allow previously unused ActiveX controls to run without prompt.	✓	-	-
Allow Scriptlets.	✓	-	-
Automatic prompting for ActiveX controls.	✓	-	-
Binary and script behaviors.	-	✓	-
Display video and animation on a webpage that does not use external media player.	✓	-	-

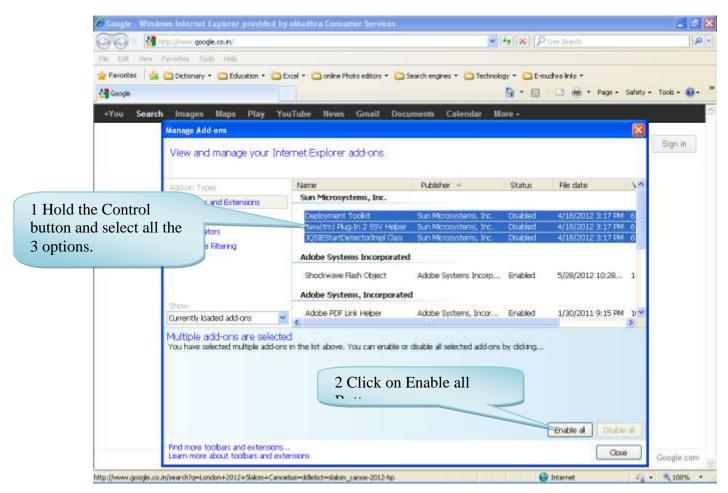
Download signed ActiveX controls.	-	-	✓
Download unsigned ActiveX controls.	-	✓	-
Initialize and script ActiveX controls not marked as safe for scripting.	-	~	-
Run ActiveX controls and plug-ins.	-	✓	-
Script ActiveX controls marked safe for scripting.	-	~	-
Only allowed approved domains to use ActiveX without prompt.	-	✓	-

The Java has to be enabled in two places. Follow the steps and enable the java in your browser:

• To Enable the Java → open IE → Go to Tools → Internet options → advanced → scroll down and you will be able to see the below pop message:



To Enable the Java → open IE → Go to Tools → Click on Manage Add-ons → You will be able to see the below pop message:



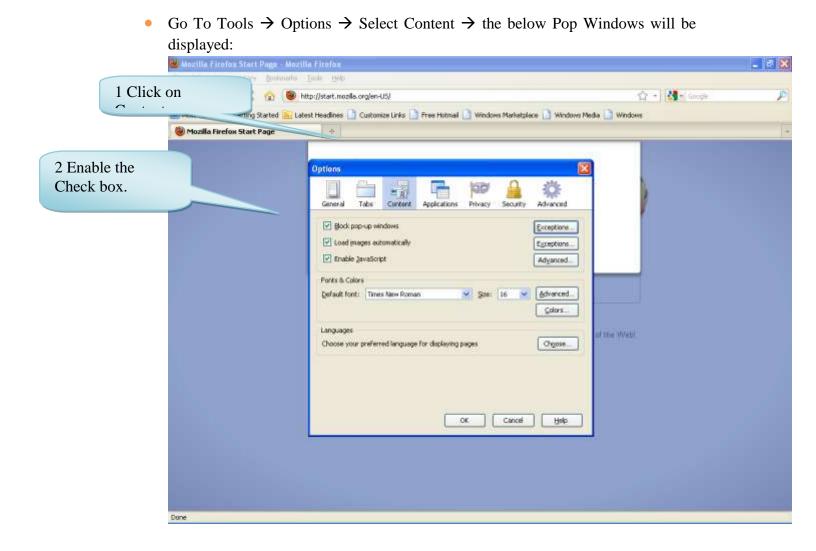
4. IE 9.0 Settings:-

- 5) Click on tools > Internet options > security > trusted site > click on sites button > add the website and click on close button.
- 6) Click on custom level to set the active X control :
- 7) Go To tools and uncheck Active X filtering option.

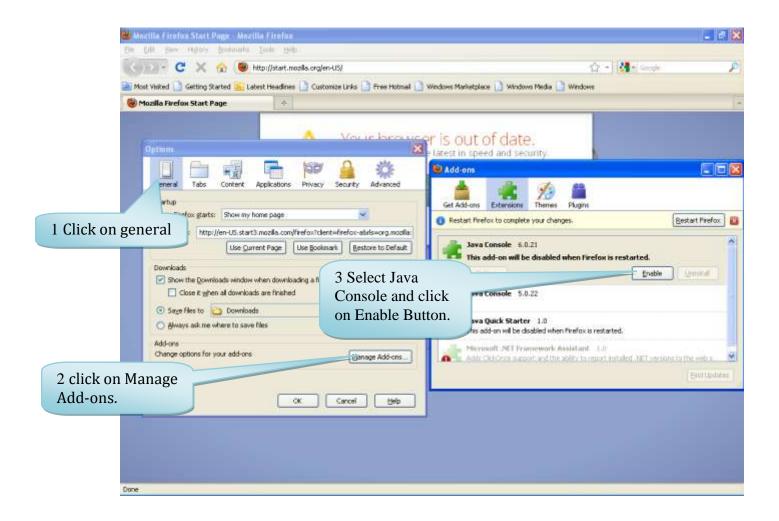
Active X controls and plug-in	Disable	Enable	Prompt
Allow previously unused ActiveX controls to run without prompt.	✓	-	-
Allow Scriptlets.	✓	-	-

Automatic prompting for ActiveX controls.	-	✓	-
Binary and script behaviors.	-	√	-
Display video and animation on a webpage that does not use external media player.	~	-	-
Download signed ActiveX controls.	-	-	~
Download unsigned ActiveX controls.	-	✓	-
Initialize and script ActiveX controls not marked as safe for scripting.	-	√	-
Only allowed approved domains to use ActiveX without prompt.	-	\checkmark	-
Run ActiveX controls and plug-ins.	-	~	-
Script ActiveX controls marked safe for scripting.	-	✓	-

5. Mozilla Firefox:

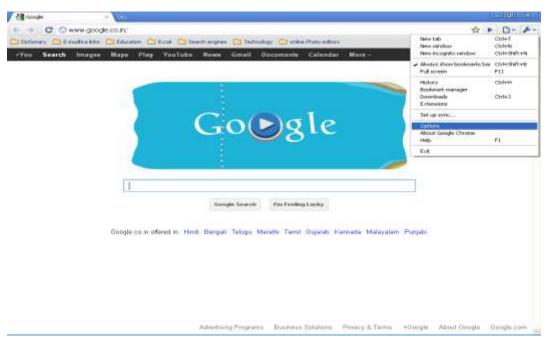


• Click on general \rightarrow click on Manage Add-ons.



6 Google Chrome:

• Go to Customize and settings \rightarrow Click on Options.



• Once you click on options the below pop window will be displayed. Click on content settings.

Google Chrome Options	26
Basics Personal Stuff Under the Hood	
Privacy Content settings Clear browsing data	^
Google Chrome may use web services to improve your browsing experience. You may optionally disable these services.	=
Show suggestions for navigation errors	
Use a suggestion service to help complete searches and URLs typed in the address bar	
Use DNS pre-fetching to improve page load performance	
Enable phishing and malware protection	
Help make Google Chrome better by automatically sending usage statistics and crash reports to Google	
Network	
Set up a proxy to connect to the network.	
Change proxy settings	~
Reset to defau	ilts
	ose

• After clicking on content settings, the below pop window will be displayed → Enable "Allow all sites to run JavaScript":

Content Settings	x
Cookies Images JavaScript Plug-ins Pop-ups Location	
JavaScript Settings:	
 Allow all sites to run JavaScript (recommended) 	
O Do not allow any site to run JavaScript	
Exceptions	
	Close

• After clicking on content settings, the below pop window will be displayed → Enable "Allow all sites to use plug-ins (recommended)":

Content Settings	<u>x</u>
Content Settings Cookies Images JavaScript Plug-ins Pop-ups Location Plug-in Settings: Allow all sites to use plug-ins (recommended) Do not allow any site to use plug-ins Exceptions Disable individual plug-ins 	
	se

<u>Signature in Statutory Form / Delivery Note / 8FA</u> <u>Shows Signature Invalid or Signature is Unknown</u>

Pre-requisites required in adobe reader before signing pdf document. The adobe reader version should be 9.0 and above only.

- Once the PDF document is digitally signed, You will be able see in document as "Signature is Unknown" or "Signature is invalid".
- Follow the below steps to trust the certificate.

🔁 DigiSigRep	oriZ, pdf - Adobe Reader	🗐 🗟 🔀
File Edit View	Document Tools Window Help	
8 4.	😴 🛧 💠 1 / 2 🔊 🔊 96.7% + 🔚 🔡 Part →	
At least	one sgnature is invalid.	Gell Signature Panel
8 101	No & date Purchased from you as per bill/cash memo/chalan No Supplied under your chalan No youd For the purpose of Covered by my/our registration Supplied under your chalan No your chalan No Supplied under your chalan No your chalan No Supplied under your chalan No your chalan No Supplied under your chala	
	certificate No) dated issued under the Ce Name of the person signing the declaration. Status of person signing declaration in relation to the dealer.	
	It is further certified that (I/We am/are not registered under section 7 of the said Act in the State of Merala in which the goods covered by this Form are/will be delivered. The above statements are true to the best of my knowledge and belief (Sign) Particulars of Bill/ Cash memo/ Chalan No, Date and Amount are attached as Annexure-A Counterfoil retained by the purchasing dealer, duplicate retained by the selling dealer, Respective Assessing Authorities and dealers can verify these details through official	
e 0	website of Kerala Commercial Taxes Department (www.keralataxes.gov.in) Signature invalid Digitally signed by the set west Date: 2012 OB Department Pleason: Statute drive using Accaton: Kerala	
	1 Click on the signature where you are getting as signature as invalid.	-

