

## Frequently encountered problems and solutions

Problem - 1	Failure! DSC enrollment error occurred in system.
Reason	<ol style="list-style-type: none"> <li>1. System does not recognize the DSC card or etoken.</li> <li>2. The DSC driver software does not copy the certificate to the system keystore.</li> <li>3. If the data is not transferred fully.</li> </ol>
Resolution	<ol style="list-style-type: none"> <li>1. Remove the DSC card or etoken and plug in then try again.</li> <li>2. Open the DSC driver software tool and manually copy the certificate to the system. (by clicking Copy to system option)</li> </ol>

Problem - 2	Failure! Certificate trusted chain validation failed.
Reason	<ol style="list-style-type: none"> <li>1. Server is not updated with the particular CA certificate.</li> </ol>
Resolution	<ol style="list-style-type: none"> <li>1. Update the CA certificate to the server repository (JKS in the java base dir).</li> </ol>

Problem - 3	Verification code(CAPTCHA) is not visible
Reason	<ol style="list-style-type: none"> <li>1. Verification code (CAPTCHA) is an .png image file. That are streamed from the server. The lower version browser (IE &lt; 7.0) does not support .png image.</li> <li>2. Windows OS is not updated with latest service pack.</li> </ol>
Resolution	<ol style="list-style-type: none"> <li>1. Upgrade the browser version to latest version (IE 7.0) or above</li> <li>2. Update windows latest service pack.</li> <li>3. Else use mozilla firefox.</li> </ol>

Problem - 4	File signing failed, contact administrator. (During the signing of file)
Reason	<ol style="list-style-type: none"> <li>1. Server file system space is filled up.</li> <li>2. Write permission of the specific folder is not set.</li> <li>3. Invalid certificate is used for signing.</li> </ol>
Resolution(s)	<ol style="list-style-type: none"> <li>1. Increase the file system space in the server.</li> <li>2. The server administrator will have to set the write permission for the application user (nicgep) for the specific folder.</li> </ol>

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Problem - 5	File Signing Failed due to space (or) special characters.
Reason	1. If chosen file has special characters like (& # @ ).
Resolution	1. Remove the special characters from the file name and start uploading it.

Problem - 6	Some other user is logged in, Try after some time
Reason	1. System does not allow 2 users to login at a time with same user name and password. 2. If the user closes the browser abruptly or system shuts down, the session remains in the server. It will be deactivated only after certain time.
Resolution	1. Try after 20 mins (default time for session).

Problem - 7	Applet is not started or initialized
Reason	1. Client workstation does not contain JRE (Java Runtime environment). 2. The installed JRE is old version, which does not support the application implementation.
Resolution	1. Download latest JRE updates from the sun java website/from the download option of the tender site and install in the client workstation.

Problem - 8	Your browser does not support javascript
Reason	1. The client workstation browser is disabled with javascript option.
Resolution	1. Enable the javascript option in IE. 2. Goto Internet Options -> security -> Custom level -> Enable scripting

Problem - 9	Page Authorization Error
Reason	1. The logged in user does not have the access rights to view the page. So system throws page authorization error. 2. If any permission is not set in the configuration file.
Resolution	1. The system admin has to configure the rights to a particular group of mail.

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<b>Problem - 10</b>	<b>Bid submission process failed! Try again</b>
Reason	<p>The bid submission process failed could be any one of the following,</p> <ol style="list-style-type: none"> <li>1. Insufficient Internet bandwidth or high Internet traffic</li> <li>2. Bid verification failed.</li> <li>3. Bid content transfer terminated due to Internet failure.</li> <li>4. Bid submission date &amp; time could be elapsed.</li> <li>5. Uncaught exceptions can terminate the process. For eg: Out of memory error, heap space out of memory.</li> </ol>
Suggestions	<ol style="list-style-type: none"> <li>1. The user can reattempt on bidding with all the necessary resources available in the case of 1 &amp; 3.</li> <li>2. Whereas for case 5, he can take the Java console log's snapshot and send to the administrator to verify the root cause of the problem.</li> </ol>

<b>Problem – 11</b>	<b>Virus scanning Failed! File signing aborted</b>
Reason	<p>This message will be appeared when the scanning system finds any virus in the uploading document.</p> <ol style="list-style-type: none"> <li>1. If the uploading document size is more than 12 MB. Then the system shows "The document size exceeds the limit".</li> <li>2. The other factors that could trigger this message are, if the file system space is full and the scanning system is unable to move the uploading document in the server.</li> <li>3. If filename contains special characters or space.</li> </ol>
Suggestions	<p>The system admin has to monitor the file system space and tomcat service regularly. If the file system space is full then they have to reclaim it back. Similarly if the tomcat service is stopped or hang then it has to be restarted.</p>

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Problem – 12	Firefox compatibility problem
Reason	Mozilla firefox 3.0 version does not allow applet to access the host file system. So it prevents application tools to perform certain operation. In such, case there will be alert messages like “System error : Undefined”.
Suggestions	<ol style="list-style-type: none"><li>1. Open firefox browser</li><li>2. In address bar enter about:config</li><li>3. Then in search text area enter applet</li><li>4. Double click on the given result</li><li>5. It enables the applet to run in the browser.</li></ol>

Problem – 13	Virus found in the selected document! Signing Aborted
Reason	<ol style="list-style-type: none"><li>1. Scanner service is not running in the server</li><li>2. Virus may be in the document.</li></ol>
Suggestions	<ol style="list-style-type: none"><li>1. Scanner service to be started by the Administrator</li><li>2. Remove the file from upload option and choose again.</li></ol>