

Technical Issues and Solutions

Overview of Common Errors

DSC Issues

Issue 1 - Content Not Verified

Error Message: Oops Content not verified.

Cause: Certificate not updated on the server.

Solution: Exporter has to provide the link of CRL file of DSC .DPIT will fetch the CRL file and update on the CRL server

Issue 2 - Signer Service Not Started

Error Message: Oops signer service not started.

Cause: Digital signer service stopped on exporter's system.

Solution: Exporter has to restart system and check if the digital signer service is running. (To check the status, follow the SOP for DSC)

Issue 3 - DSC Registration Failed

Error Message: Sorry, DSC registration failed.

Cause: Digital signer service not installed properly.

Solution: Follow the SOP for DSC installation.

Issue 4 - Plugin a DSC

Error Message: Oops plugin a DSC.

Cause: Digital signer service not functioning correctly.

Solution: Restart the System and plug the DSC device again

Issue 5 – Token Expired

Error Message: Token is expired.

Cause: Certificate validity of DSC token has expired.

Solution: Purchase a new DSC token(USB Device) and enroll it on the portal via following the sop for DSC.

Issue 6 – Certificate Revoked

Error Message: Certificate revoked .

Cause: Certificate has been revoked.

Solution: Get the New DSC Certificate from the OEM and share the details with DPIT to update on the Server.

Other Issues

Issue 1 – Already registered but still trying to register

Cause: Exporter has forgotten about registration.

Solution: Exporter has to send an email to DPIT with IEC Number and DPIT will provide the details of credentials.

Issue 2 – Registration is done but not approved by DDP

Cause: approval by DDP is pending for the exporter.

Solution: Exporter has to sent an email to DDP with the IEC Number requesting for approval of registration on defence exim portal.

Issue 3 - Registration is done but credentials are forgotten

Solution: Exporter has to send an email to DPIT with IEC Number and DPIT will provide the details of credentials.

Thanks