Pre requisites:

1. Java should be 1.6 update 29 or above.
2. Browser should be IE 7 or above.
3. Only Java 32-bit should be used even if the Operating System is 64-bit.
4. Supported Operating Systems : Windows XP SP3, Windows 7, Windows Vista
5. Supported Tokens: Alladin e token(72k & 64k),Safenet I key, Gemalto(dotnet), Starkey.
6. In windows7: needs to install latest 8.1 safe net drivers to access both Aladdin etoken and safenet ikey.
7. Need to install safe net drivers (8.0/8.1) in **B'Sec** mode to work with both e token and safenet I key.

Possible Reasons for Applet not getting loaded in user system.

Problem (1) If user does not have java installed in the system.

a) In order to check the java version, please type the following command in the command prompt.

Go to start→ Click on Run, below screen appears and type **cmd** as shown below and click on Ok.

It will open command prompt screen.

To check the java version give the command **java –version.**

b) If java is not installed in the users machine, it will display details shown in the below screen shot.

c) If java is installed in the user machine.it will show the below screenshot with the version details of java.

```
C:\Documents and Settings\331243>java -version
java version "1.6.0_22"
Java(TM) SE Runtime Environment (build 1.6.0_22-b04)
Java HotSpot(TM) Client VM (build 17.1-b03, mixed mode, sharing)

C:\Documents and Settings\331243>
```

Solution(1): Needs to install the java to work with the component.

Problem(2). If the user has 64 bit java ,the application will not work.

In order to check the java bit please follow the below steps.

a. Type **java –version** in command prompt. If java is 64 bit it will give you the below screen shot.You will get clear information in the comnad prompt like **64-bit Server VM**.

```
C:\Documents and Settings\Administrator>java -version
java version "1.7.0_01"
Java(TM) SE Runtime Environment (build 1.7.0_01-b08)
Java HotSpot(TM) 64-Bit Server VM (build 21.1-b02, mixed mode)
```

b. If java is 32 bit it will give you the below screen shot like **Client VM**.

```
C:\Documents and Settings\331243>java -version
java version "1.6.0_22"
Java(TM) SE Runtime Environment (build 1.6.0_22-b04)
Java HotSpot(TM) Client VM (build 17.1-b03, mixed mode, sharing)
```

Solution(2):

If user is using 64 bit java, ask the user to install 32 bit java to work with the component. Please follow the below steps to get the 32 bit java in the user machine.

1> Before downloading 32 bit java, please uninstall the 64 bit java from the user's machine if that java is not being used for any other applications.

2> Make sure that no other java has been installed in the user machine before downloading 32 bit java.

Follow the below steps to uninstall the existing java in user machine.

Go to Control panel→Add or Remove programs → remove all javas from there which was showing. (Note: Before deleting make sure nobody is using all those java's).

3> Please download the below URL for 32 bit java.

http://download.oracle.com/otn-pub/java/jdk/6u30-b12/jre-6u30-windows-i586.exe

4> After downloading the above URL, run the exe file. After installing the exe file check whether java is installed properly or not.

a) Type **java –version** in command prompt. If user gets any java version details then conclude that java has been installed properly.

```
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\331243>java -version
java version "1.6.0_22"
Java(TM) SE Runtime Environment (build 1.6.0_22-b04)
Java HotSpot(TM) Client VM (build 17.1-b03, mixed mode, sharing)

C:\Documents and Settings\331243>
```

b) If java is not installed properly you will get the below screen shot.

```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\246812>java -version
'java' is not recognized as an internal or external command,
operable program or batch file.

C:\Documents and Settings\246812>_
```

If the user gets the above window even after installation of java.Please follow the below steps to configure the java in the user machine.

a) Go to Control panel → open Java(Double click on the Java symbol

)

It will open the below window.

Select the java tab.

And click on View button to check the java.

1> If user is able to see the java version which was installed recently enable that java entry (Check the checkbox).

Make sure that you have selected only one java version from the above screen.It looks like the below window.

And click on Ok button.Click Apply and ok to set the java. After that please open the java icon again and check whether the changes has been reflected or not.

2> If user did not get the installed java version option in the view window, please follow the below steps to configure the installed java in the system.

Click on Find button.

It will open the below window

Click on the Next button.

It will ask you to select the path of the java which was installed.

Click on Next button. It will automatically select the exe file.

Click on Finish button. Then user can see the java entry in the window.

Enable the Java version which you installed.

And then click on Ok button. Apply and click on ok button to reflect the changes.

3> Finally check the java version by giving the command java –version in the command prompt.

Then user should get the version details in the command prompt with the specified java.

```
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\331243>java -version
java version "1.6.0_22"
Java(TM) SE Runtime Environment (build 1.6.0_22-b04)
Java HotSpot(TM) Client VM (build 17.1-b03, mixed mode, sharing)

C:\Documents and Settings\331243>
```

Token Libraries:

Form Signer component will pop up the 2 token names for Aladdin and safe net I key(Rainbow I key). So user need not to select any dll path for those 2 tokens.

But for star key , user needs to select Others option from the Form Signer pop up. And need to select the library using browse button.(Need to install drivers with respective to token).

Aladdin e token**: c:\WINDOWS\system32\eTPKCS11.dll**

Safe net I key**: c:\WINDOWS\system32\dkck201.dll**

Starkey**: c:\WINDOWS\system32\aetpkss1.dll**

Gemalto For Dotnet**: C:\Program Files\Gemalto\DotNet PKCS11\gtop11dotnet.dll**

Note: There is no support for SHA-2 using **Gemalto java token**.

Possible reasons to fail the token password:

1. If smart card services are not running in the user's machine.

   Solution: Start the smart card services.

2. If smart card services are running properly still user is not able to login to the token.

   Solution: Check the token password whether it is correct or not.

3. If smart card services are running properly still user is not able to login to the token.

   Solution: Go to the **USER-HOME** directory and delete the file named as **pkcs11.cfg**

   a) Open command prompt to know the **USER-HOME** directory.

   For Ex:

It should be the **C:\Documents and Settings\331243** directory for the user who logged into the machine.

Go to that specified directory, find the file named as **pkcs11.cfg** and delete the file.

b) If user is unable to delete that **pkcs11.cfg** file.

- ➔ Close all the browsers and try to delete the file.

  After closing all browsers if still not able to delete the file please do the following.

- ➔ Open Task Manager and click on processes tab .If u found any process like **java.exe** end the process by selecting that option.