FAQ

Problem Related to Digital Card

Que1:- If signature is not validate & show QUESTION MARK

Validity unknown

Digitally signed by
Verma Rajesh
Date: 2012.11.09
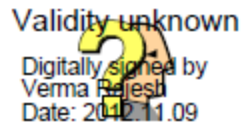
SOLUTION-

STEPS:-

- Click on QUESTION MARK

- Then click on LEGAL NOTICE

- Then select SIGNER LEGAL NOTICE

- Then new window open & choose & click on TRUST

- Then click on ADD TO TRUST IDENTITY

- Then OK

- then new window open & then Enable the CHECKBOX (Certified Document)

- after that enable   below 3 CHECKBOX

- then ok & then signature is validate

Que 2:- If PDF show RED-CROSS

Signature invalid


SOLUTION:-

STEPS:

- start   internet explorer & click on TOOL & select INTERNET OPTION

- select CONTENT from Internet Option Window

- Click on CERTIFICATES button

- Select card from CERTIFICATES window

- Click on DETAILS button & see the Key Usages that it is Digital Signature, Non-Repudiation (c0) or Key Encipherment (20)

- After that login with Digital Signature, Non-Repudiation (c0) card.

- If now login failed then create new user on clicking NEW REGISTRATION

- During New Registration select the Digital Signature, Non-Repudiation (c0) Certificate
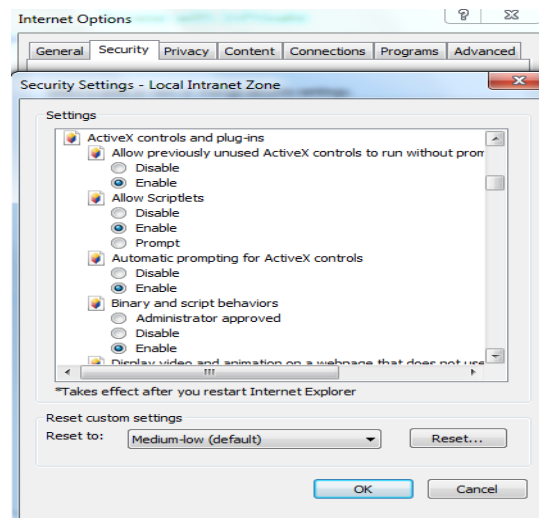
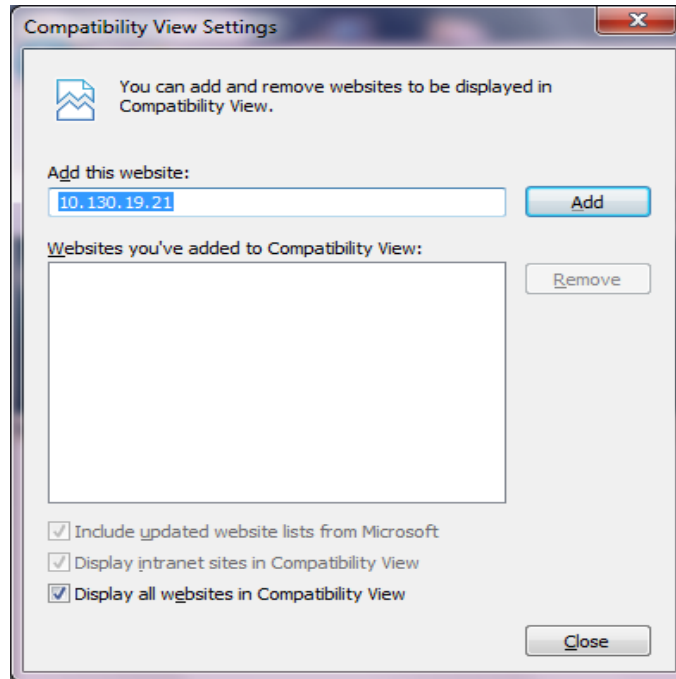**Que- 3**: Internet Explorer Settings

Solution:

STEPS:

- Click on to "tools" menu
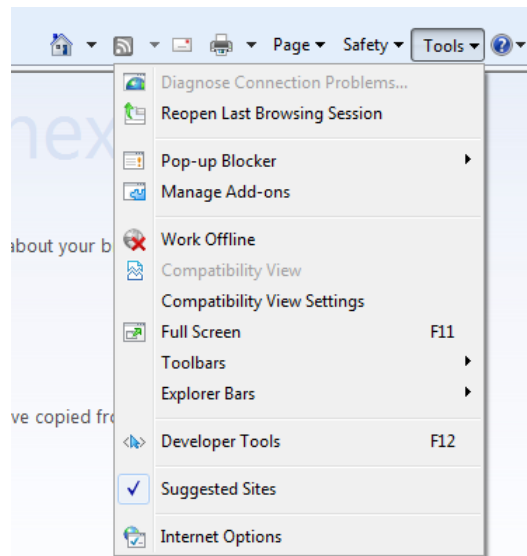
- Select "Internet Options".

- Select Local Intranet >> Custom Level

- Enable all Active-X controls and Plug-ins.

- Again click on to Tools menu for Compatibility View Settings and add provided url   "**164.100.153.3/intlrc50**"

Compatibility View Settings

You can add and remove websites to be displayed in Compatibility View.

Add this website:

`10.130.19.21` [Add]

Websites you've added to Compatibility View:

[Remove]

☑ Include updated website lists from Microsoft
☑ Display intranet sites in Compatibility View
☑ Display all websites in Compatibility View
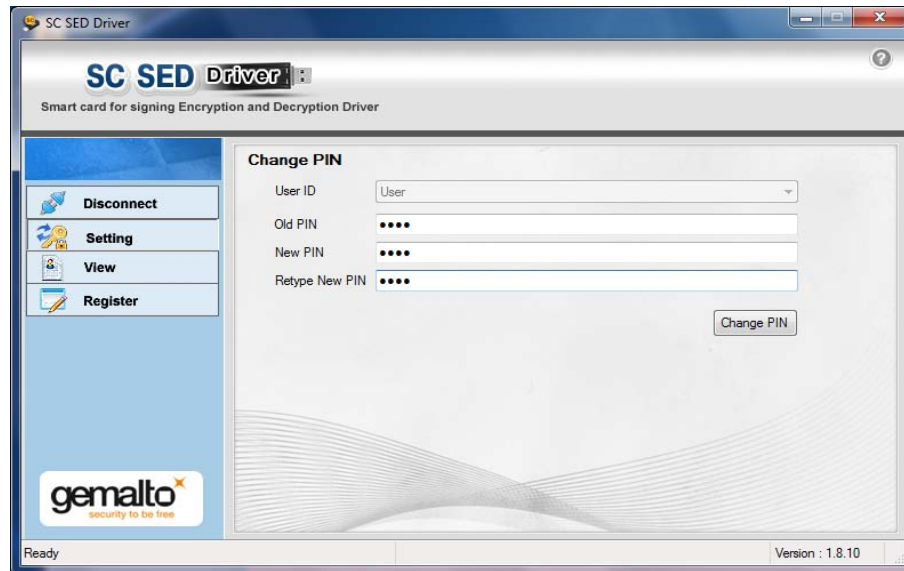
[Close]

Que-4:- How to Change Gemalto Card Password
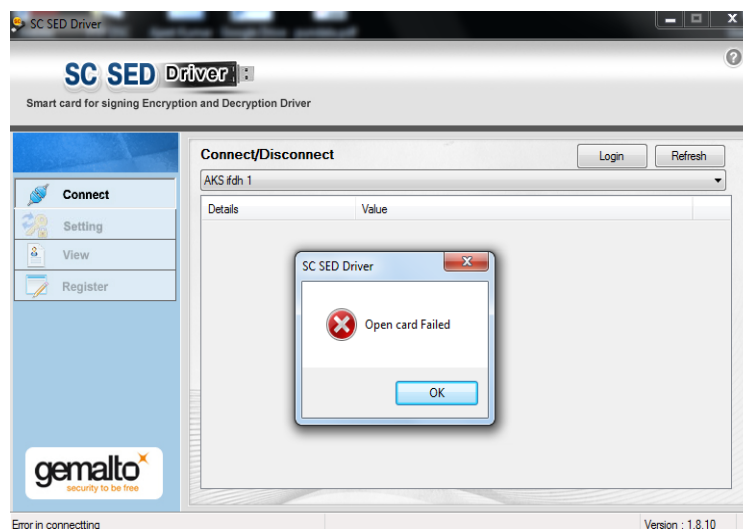
Solution:

STEPS:

- Go Start -> All Programs -> Gemalto -> SC-SED Driver -> SC-SED

- Click on to Settings.

- Select change pin.

- In old pin field insert "0000"

- In New PIN and Retype New PIN insert your desired Pin.

- New Pin and Retype New PIN should be same.

Que-5:- SC SED Driver show message "Open Card Failed"

Solution:-

- There is some Hardware Problem with the card.

- Return the card to LRC Secretariat office.

Que-6.:- Gemalto Card does not show on OS WINDOW-XP

Solution: - Check whether Aladdin is already installed on your system, if so you would not be able to use Gemalto card.

For this, you first need to uninstall the Aladdin token and then re-install the Gemalto card drivers

Que-7:- If Card is blocked

Solution:

STEPS:

- Select card then click on SETTING & then choose UNBLOCK PIN

- Now card password is reset to 0000.

Que-8: - While using Sc-Sed, if you are able to login with card but in view option there are no certificates or certificate window is blank

Solution:

STEPS:

- If VIEW Certificate window is blank then Digital Signature is lost

- You have done reset factory settings

- Return the card to LRC secretariat office for Digital Signature.