Troubleshoot for DSC registration problem at GSTN Potral:

Solution 1:- Stop emSigner service and then start through administrator account

To Stop currently running emsigner utility click on utility icon & then click Stop Service.



After stopping service again start emsigner utility through Administrator Account. Now check your DSC on GSTN portal under "Register/update DSC" either manually login or through software.

Solution 2: Allow port for emSigner

 (i) If problem does not solve after following Solution 1, then please open google chrome and type address https://127.0.0.1:1585 then click on option appear "ADVANCED".

Privacy error ×		
← → C ▲ Not secure btt	ជ្ជាន៍//127.0.0.1:1585	\$
	Your connection is not private	
	Attackers might be trying to steal your information from 127.0.0.1 (for example,	
	passwords, messages, or credit cards). NET::ERR_CERT_COMMON_NAME_INVALID	
	Automatically send some system information and page content to Google to help detect	
	dangerous apps and sites. Privacy policy	
	ADVANCED Back to safety	
		418 PM
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(ii) Then one new link appears "Proceed to 127.0.0.1 (unsafe)" click on this link.



Your connection is not private

Attackers might be trying to steal your information from **127.0.0.1** (for example, passwords, messages, or credit cards). NET::ERR_CERT_COMMON_NAME_INVALID

Automatically report details of possible security incidents to Google. Privacy policy



Back to safety

This server could not prove that it is **127.0.0.1**; its security certificate is from **[missing_subjectAltName]**. This may be caused by a misconfiguration or an attacker intercepting your connection. <u>Learn more</u>.



(iii) minimise following screen and then check Register/Update DSC process through software.



Solution 3: System restart:

If problem does not solve after following Solution 1, then please restart your computer. Now check your DSC on GSTN portal under "Register/update DSC" either manually login or through software.

Solution 4: Reinstall emSigner utility:

Uninstall already installed emSigner utility and reinstall it through administrator account and restart your system then repeat Solution no. 1 & 2. Now check your DSC on GSTN portal under "Register/update DSC" either manually login or through software.

Solution 5: Restart Browser Setting:

In case problem does not solves, please restart browser setting through link provided on CompuOffice Home screen & then check on GSTN portal.



If Problem Not solve after following above possible solutions, then please contact to GSTN.