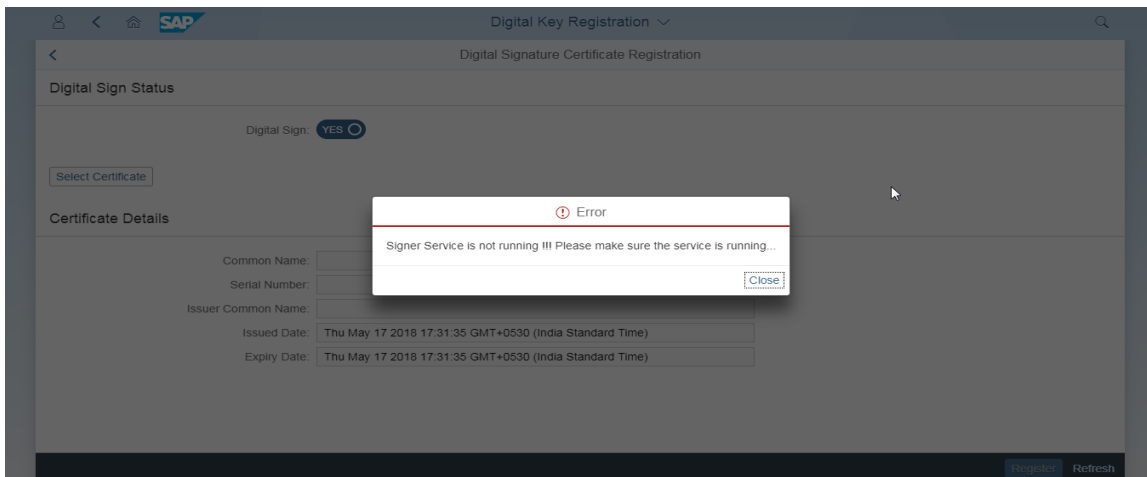


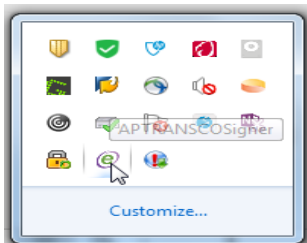
DIGITAL SIGNATURE – TROUBLESHOOTING ERRORS

Configuration / technical issues while Registering or Digital Signing the files are listed along with Error screenshots and troubleshooting:

ERROR 1:

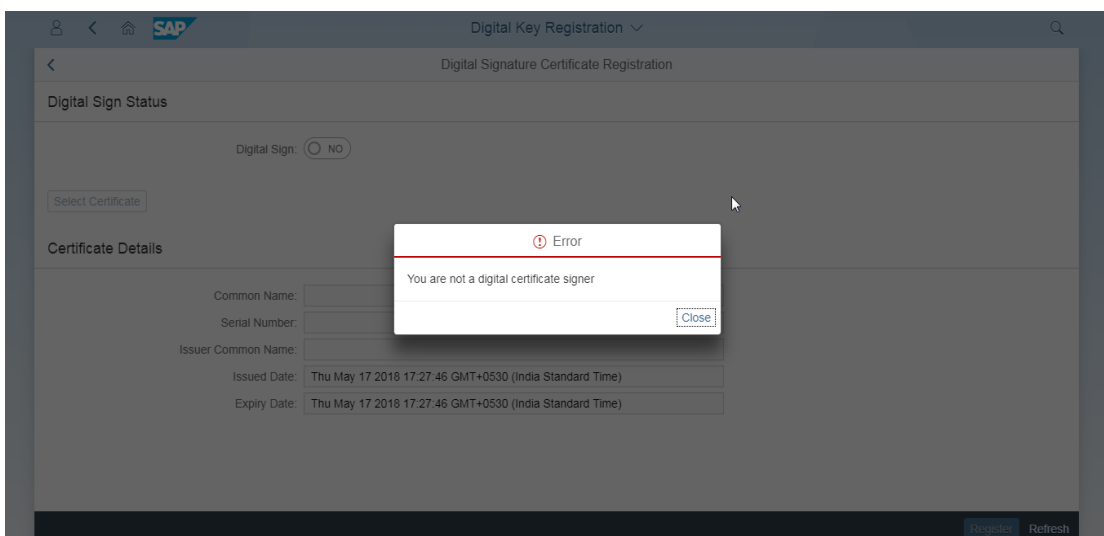


SOLUTION: The error popup appears if the APTRANSCO signer doesn't run in the taskbar in-tray. Make sure the APTRANSCO signer service is running in taskbar in-tray.



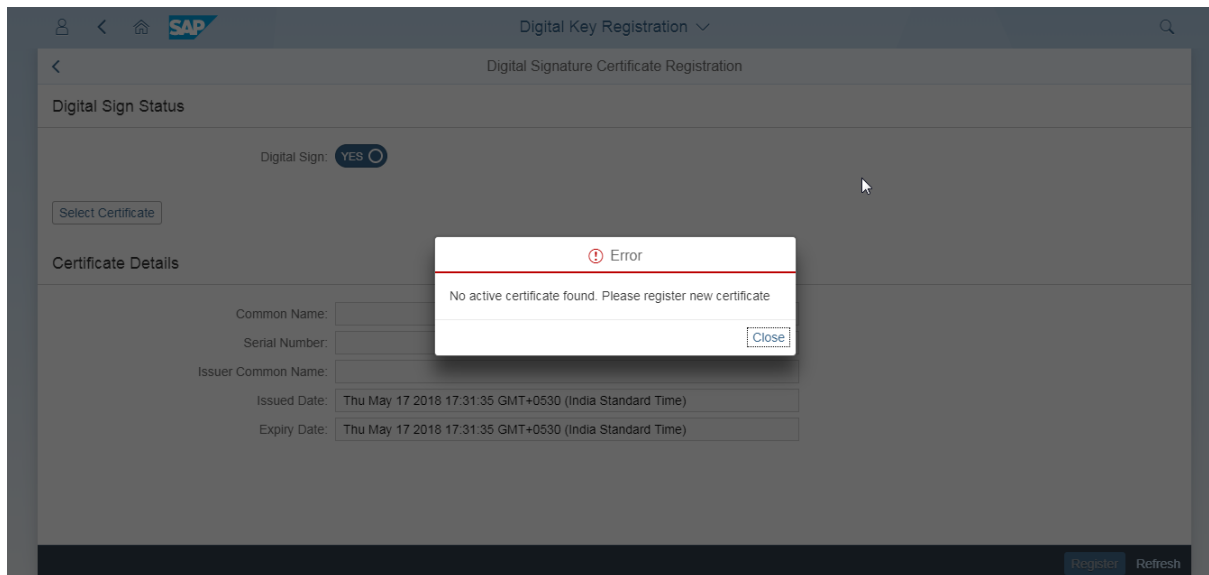
(Check the **DIGITAL SIGNATURE- PRE-REQUISITES** document)

ERROR 2:



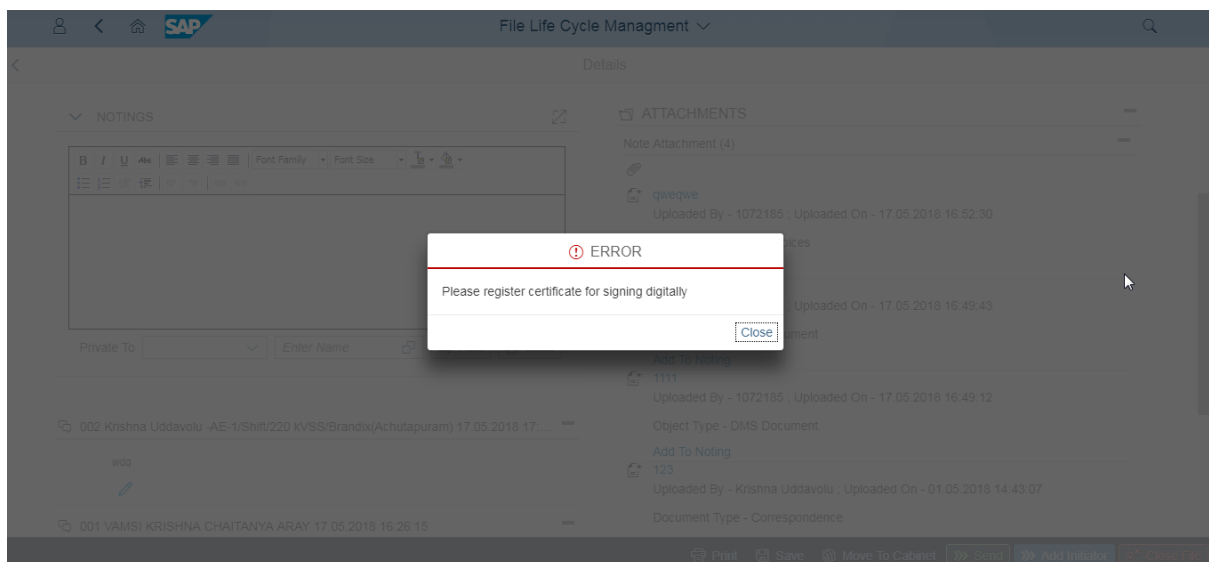
SOLUTION: The user is not a Digital Signer, configuration should be done to enable the user as DSC user. Please contact FLM TEAM.

ERROR 3:



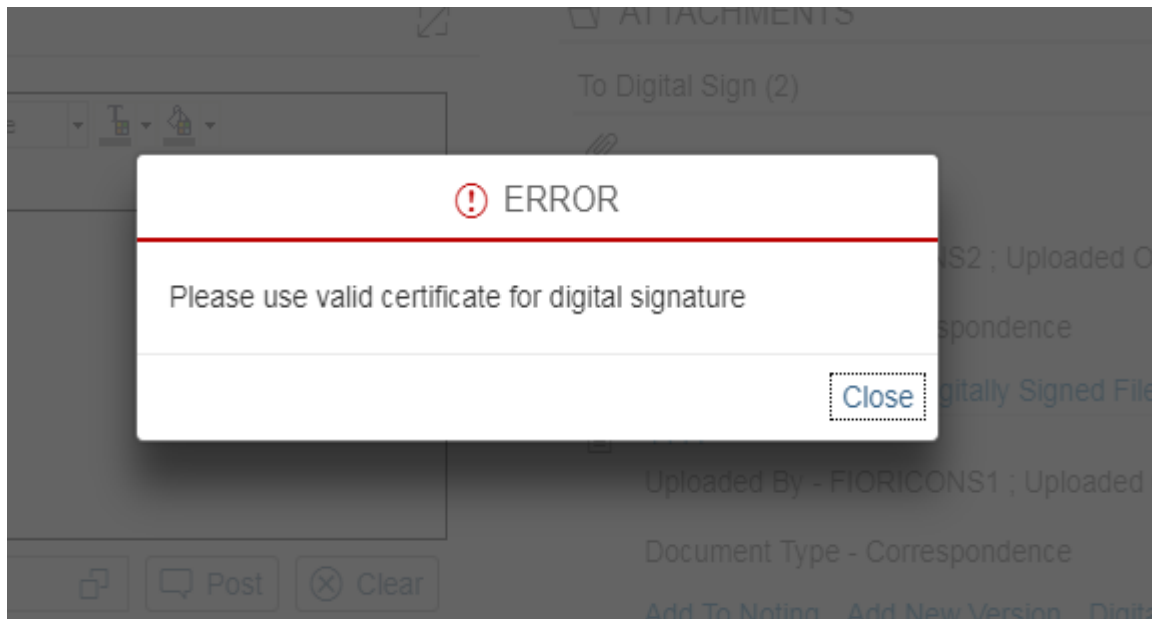
SOLUTION: This popup shows that the user is DSC signer but does not have any active digital key registered in the system. Close the popup and register the app using the SELECT CERTIFICATE button. Refer **DSC Registration Guide**.

ERROR 4:



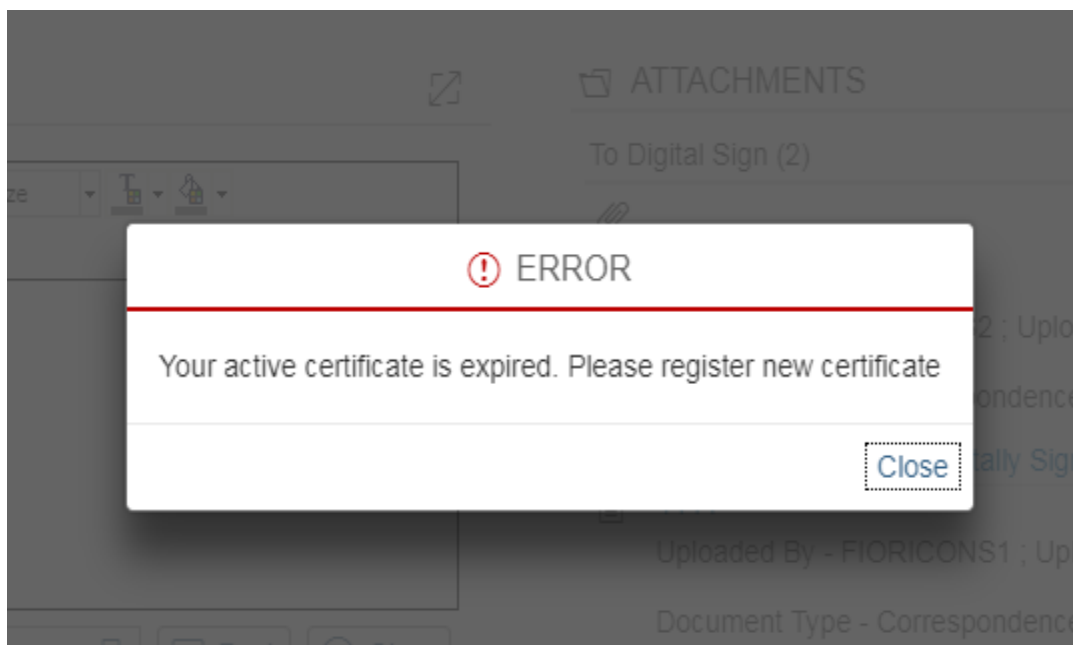
SOLUTION: This popup shows that the user is DSC signer but does not have any active digital key registered in the system. Close the popup and register the app using the SELECT CERTIFICATE button. Refer **DSC Registration Guide**.

ERROR 5:



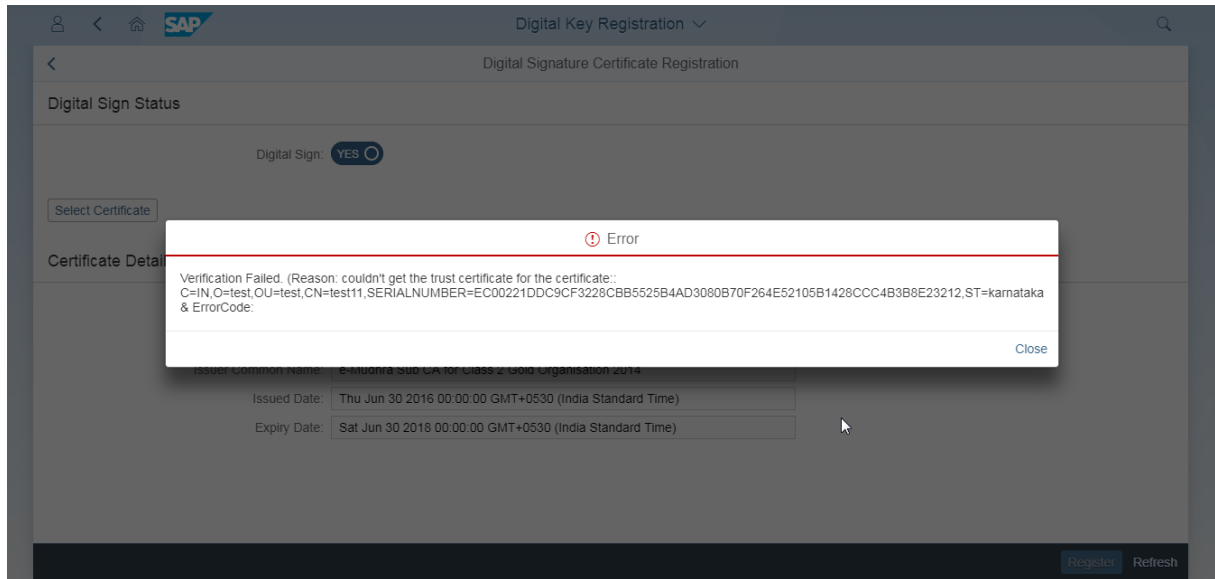
SOLUTION: This popup shows that the digital key registered in the system is different from the key used to sign the file. Make sure use the same key registered in the registration app.

ERROR 6:



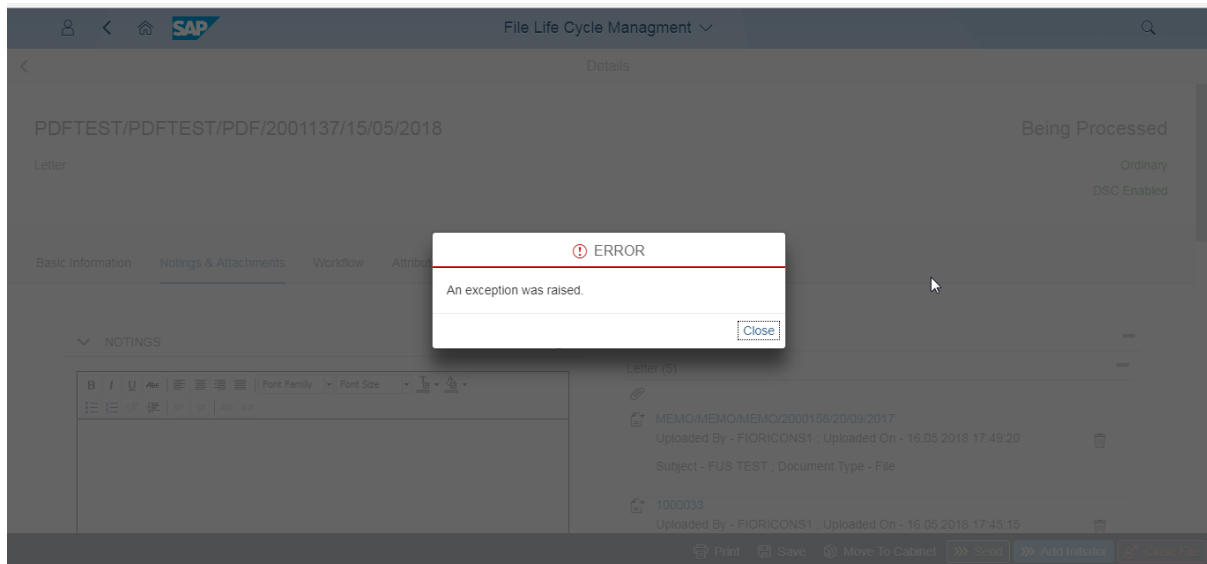
SOLUTION: This popup shows that the digital key registered in the system is expired. Please renew the certificate and register new certificate.

ERROR 6:



SOLUTION: This is the error from the server end. Please contact FLM team

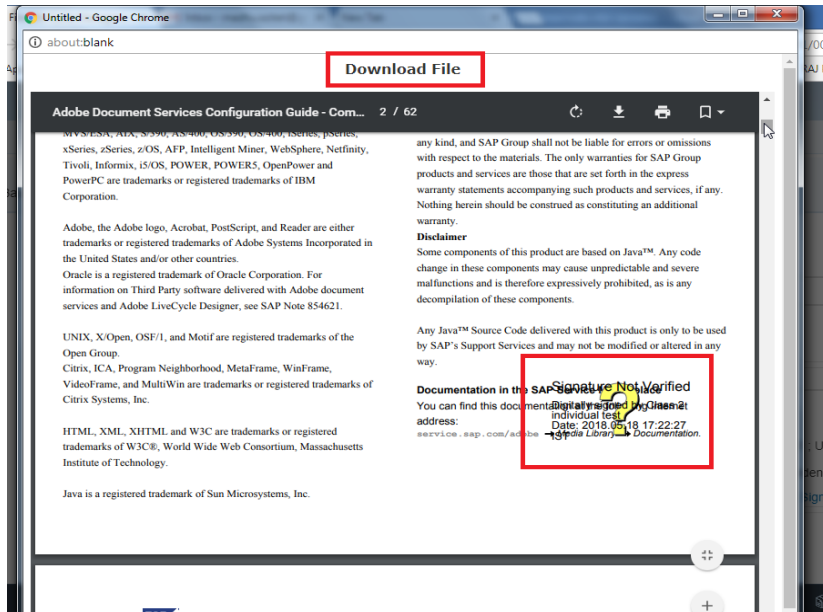
ERROR 7:



SOLUTION: This error occurs when the TOMCAT server is unavailable. Please contact FLM team.

ERROR 8:

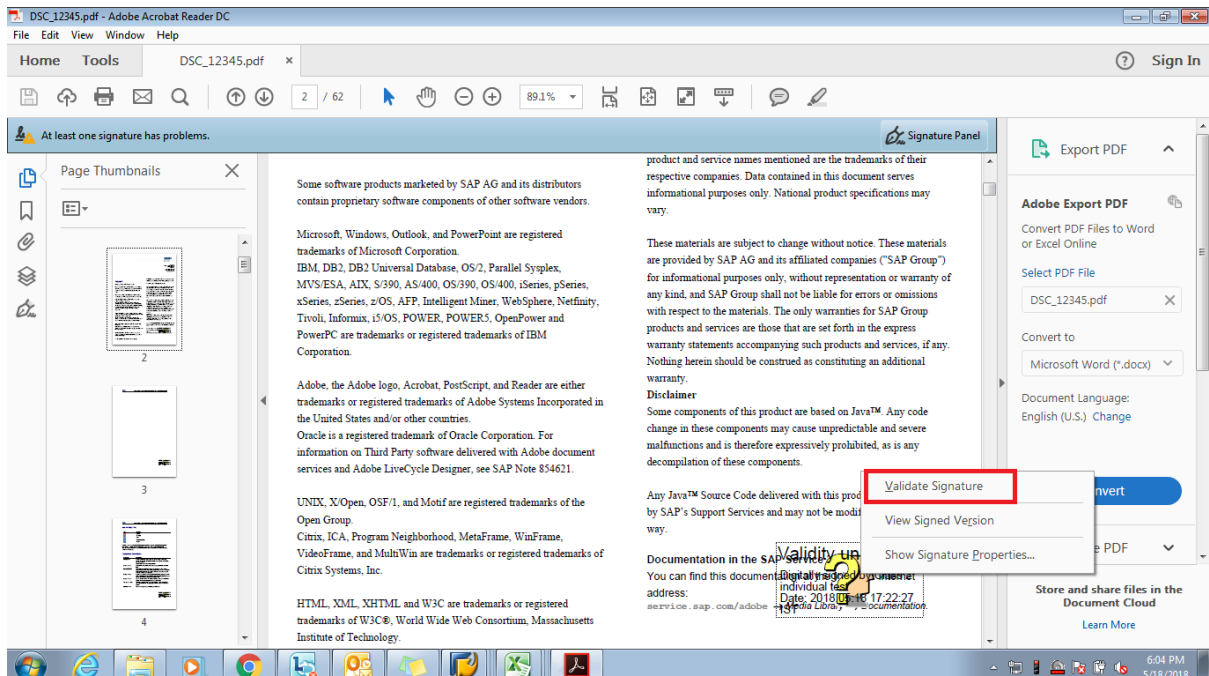
SIGNATURE NOT VERIFIED icon on the digitally signed PDF.



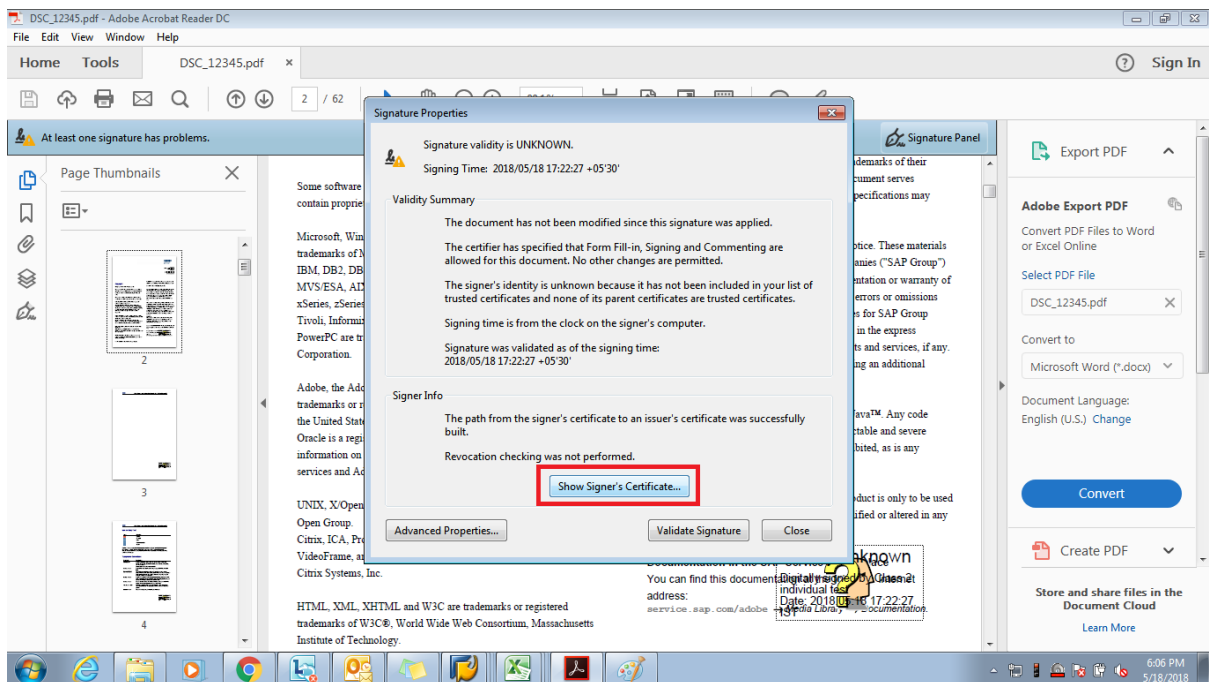
SOLUTION:

Please follow the below steps to resolve the issue.

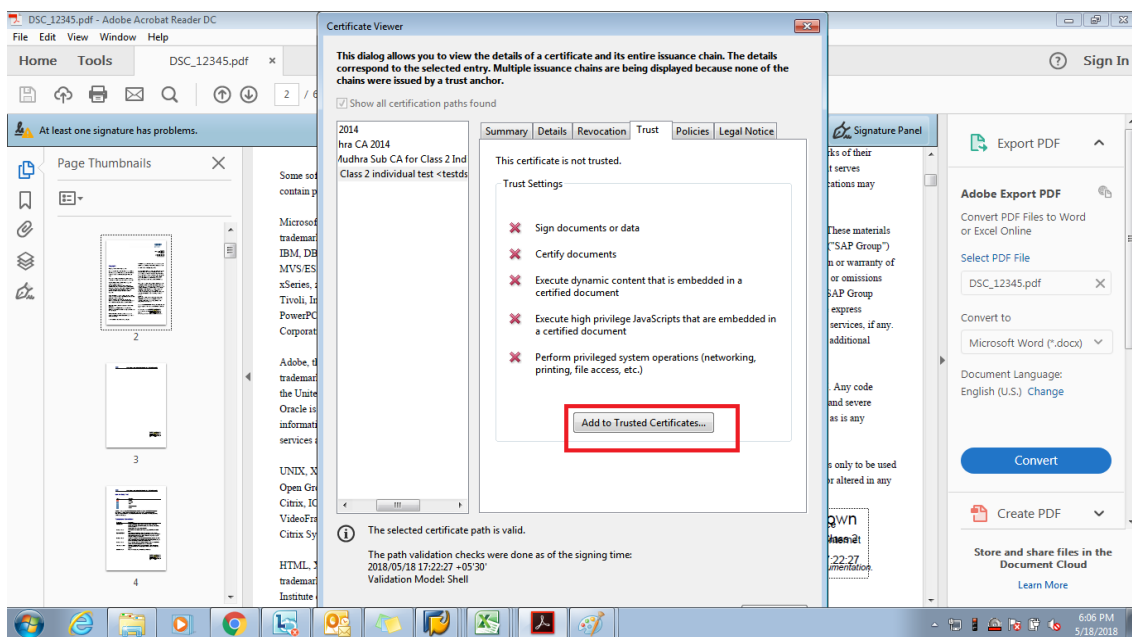
Open the PDF and Right Click on the Signature. Click on the Validate Signature.



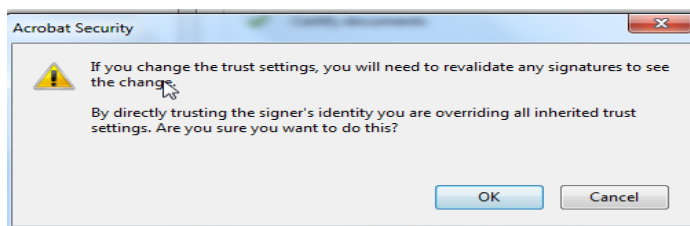
Click on Show Signers Certificate



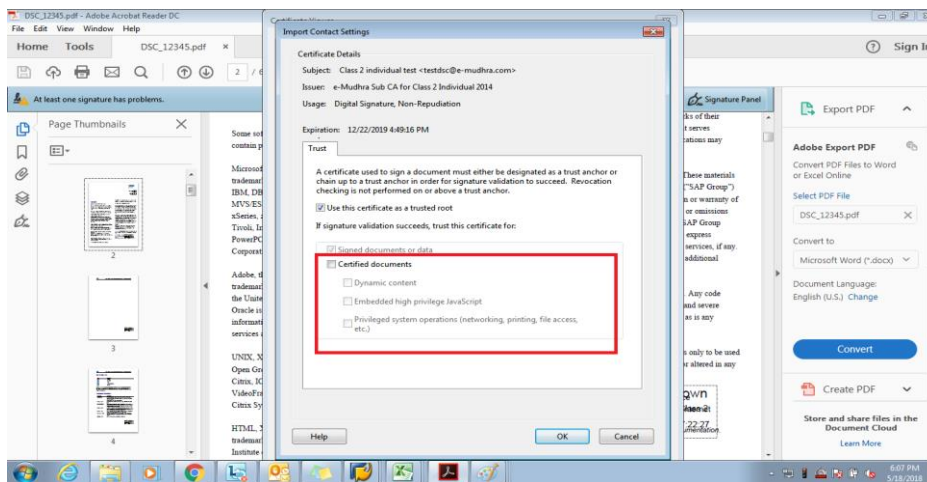
A certificate viewer popup will open as shown below.



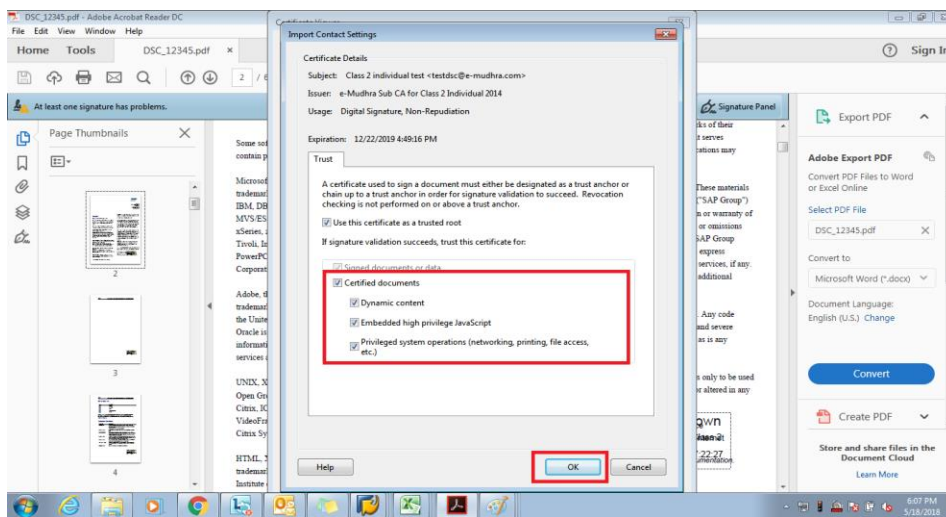
Click on the **TRUST** tab as shown below and Click on **Add to Trusted Certificates** button as shown above. A popup will be shown as below. Click on OK



Select the check boxes highlighted in the red rectangle in the below screen.

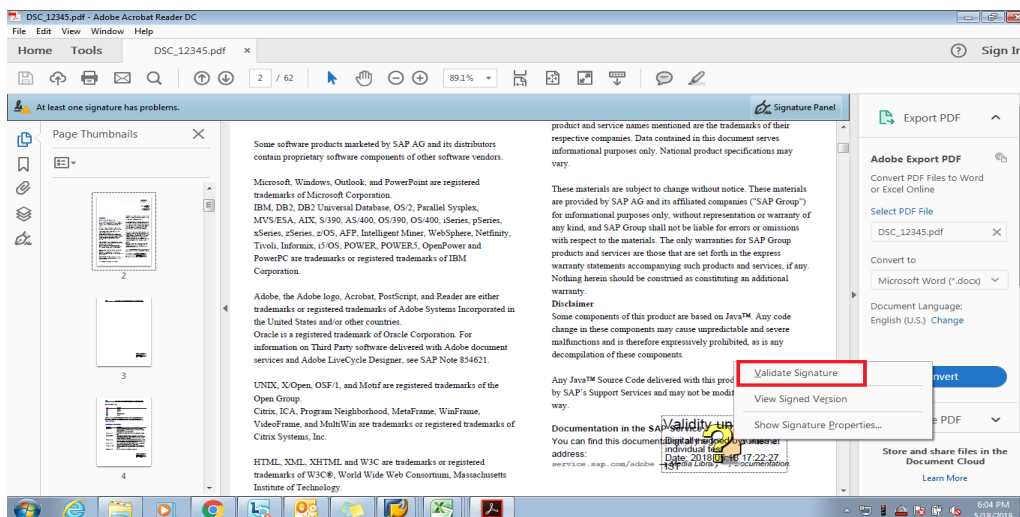


As shown below:



Click on OK.

Again, right click on the Signature and Validate Signature.



Now the Signature is VALID.

DSC_12345.pdf - Adobe Acrobat Reader DC

File Edit View Window Help

Home Tools DSC_12345.pdf x

2 / 62 66.7%

Signed and all signatures are valid.

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