

FAQs on DSC upload during ICEGATE Registration

Question 1: What are the pre-requisites for uploading my Digital Signature on ICEGATE?

- DSC device should be inserted in the system and logged in
- Digital signature should DSC Class – 3, Individual and Encrypted
- Browser requirement - Internet Explorer- 11
- Java Setup - 1.8 or higher version (32 bit) to be installed, latest version recommended

Question 2: How to verify the version of Java installed in my browser?

- Open Internet explorer (not Edge)
- Go to <https://www.java.com/verify/> and follow the steps provided by Oracle.
- If not installed, then install the latest version of Java (v1.8 or above, 32 bit) from Internet explorer and complete the steps.
- The java verification needs to work before ICEGATE Registration

Question 3: What is PKI component error and how to troubleshoot it?

- PKI component is a system issue. If the above-mentioned pre-requisites are confirmed, please follow the below steps. (Kindly ensure your DSC is inserted in your system, before proceeding to the steps)
 - Close all browser tabs and Open Internet Explorer 11
 - Press Ctrl+ Shift+ Delete and remove all history, cache, and cookies from the browser
 - Open Control Panel -> Java. Make sure there is only one version of Java installed in your system and the version should be 1.8 or higher.
 - Make the changes in Java Control Panel by following the advisory - <https://icegate.gov.in/Download/JavaSetupForDSC.pdf>
 - Go back to Internet Explorer > Tools > Compatibility view settings. Make the changes according to the above advisory link.
 - After completing the above procedure, manually type the complete URL of ICEGATE i.e., www.icegate.gov.in

Question 4: What is CRL verification issue faced while selecting the DSC certificate and how to fix it?

- Certificate Authorities publish Certificate Revocation Lists (CRLs), which as the name suggests, contains the certificates, which are no longer valid (may be revoked or cancelled)
- In case of such issues, you may contact your Certificate Issuing Authority (CA)