

Error message	Reason	Steps to resolve
“Install security update “	Lack of machine setup	<ol style="list-style-type: none"> 1) Click on “install security update link” & download the e-token utility & install it. 2) Restart the browser & check; proceed with the machine setup to avoid further issues.
“Automation server can’t create object “	Site not added to trusted zone or disabled Active-x controls	<ol style="list-style-type: none"> 1) This error message is due to improper machine setup. Kindly go through the help manual for machine setup thoroughly & follow the instructions mentioned in that file to avoid any inconvenience. 2) Doing machine setup once again is suggested.
“Error in hashing, please check whether the client side crypto system is installed or not”	Improper machine setup, possibly due to operational mistake during the machine setup.	<ol style="list-style-type: none"> 1) Add the site to the trusted zone (refer the help manual step 2) Enabling all the active-x controls on the system(refer Machine setup Manual)
“Error loading DLL”	Generally occurs at time of Encryption/decryption. Due to improper machine setup only	<ol style="list-style-type: none"> 1) Follow the instructions mentioned in the Help manual for machine setup thoroughly. 2) Accomplishing machine setup once again is suggested. 3) If problem persist please check “pop-up blocker” status, 4) Disable the “pop-up blocker” in order to avoid this error
“Error Found”	<ol style="list-style-type: none"> 1) Expired certificate. 2) USB token not attached to system. 3) Digital certificate not detected by the system. 	<ol style="list-style-type: none"> 1) Disable the “Pop-up blocker” in order to avoid this error. In case it is not resolved kindly check your DSC (USB-Token) that it is properly plugged-in & installed or not. 2) In case the problem persists, remove your USB Token & insert it again. 3) If the problem is still not resolved then try Re-installing your USB-Token drivers.
“Select proper certificate to sign the data”	Improper Public key send	<ol style="list-style-type: none"> 1) Complete the ‘DSC public key sending’ steps before clicking on ‘Accept & Send Sign hash’ button.

<p>“Failed to create SPC store list/ Failed to create MY Store list”</p>	<p>1) Improper Operating System. 2) Not with the Administrator login</p>	<p>1) The operating system should be Windows 7 Ultimate/Professional or Windows XP Service Pack 3. 2) Open the system with main administration login.</p>
<p>“Please install Encryption Component”</p>	<p>1) SHA 2 utility is not installed</p>	<p>1) Remove/Uninstall the ‘Nxtcryptosystem.msi’ utility. 2) Install the new SHA 2 utility available under ‘Downloads’ section on portal http://mcdetenders.com</p>
<p>“Get Certificate Public key Failed: There was an error while exporting the key blob”</p>	<p>1) Expired certificate. 2) USB token not attached to system. 3) Digital certificate not detected by the system.</p>	<p>1) Install your DSC properly. 2) You may contact to your DSC provider for same. 3) Remove your DSC token and connect it again. Useful Link under download.</p>
<p>“The Certificate or one of the certificates in certificate chain does not have a valid signature”</p>	<p>1) Both the certificates not installed in the system.</p>	<p>1) Use both the DSC (Encryption/Decryption and Signing/Verification).</p>
<p>“Encryption/decryption failed: use of selected certificate is restricted to signing/verification ” or “Signing/verification failed: use of selected certificate is restricted to Encryption/Decryption”</p>	<p>1) Certificate is not proper. 2) Both the certificate not installed</p>	<p>1) Use both the DSC (Encryption/Decryption and Signing/Verification). 2) Use Encryption/Decryption certificate during Encryption and Decryption process and use Signing/Verification certificate during the signing process. Useful link under Downloads.</p>
<p>“Unable to Load NumTOtext Object”</p>	<p>1. Number to Word Conversion Utility - For Indian Currencies is not installed properly. 2. Active-X controls are not enabled</p>	<p>1. Re-install Number to Word Conversion Utility - For Indian Currencies. 2. Enable Active-X control.</p>