

## **FREQUENTLY ASKED QUESTIONS**

### **1. Error “Expired Certificate”**

Regarding the error "Expired Certificate", it is due to following two (2) reasons: -

**a.** The DSC token using for the registration is expired.

**Soln:** Insert the DSC token and kindly check the expiry date of the same. If expired apply for the fresh DSC.

**b.** Another certificate is already available in the system which is expired.

**Soln:** Before inserting the DSC token, kindly open Internet Explorer --> Press Alt + T (For Tools) -> Go to Internet Options --> Go to Content --> Go to Certificates --> A list of Certificates gets visible to you if already installed on the system. Kindly select each one by one and remove. Now Insert the DSC to be used.

### **2. Error “I am in Error”**

**Reason:** While uploading the document.

**Soln:** Kindly refresh the web browser, as the session gets completed.

### **3. Issue – In Application Form, Drop Down doesn’t showing office to be selected.**

**Soln:** Exporter has to do the registration process again.

### **4. Error “Unable to launch application”**

**Soln:** Kindly check Java Settings as per the manual.

### **5. Error “In Mobile Number and Email Id” – In correct Format**

**Soln:** Kindly update the mobile number and email id by visiting DGFT website and apply for modification of IEC.

### **6. Error -- Branch Details or Director Details Not Getting Fetched and Shown on the Registration Page.**

**Soln:** Due to Non-Working of IEC API.

### **7. Error “IEC Not Matched, Kindly Insert Correct Token”**

**Soln:** There is a possibility that DSC used by the exporter does not contain any IEC in it. That can be checked by visiting Internet Explorer --> Press Alt + T (For Tools) -> Go to Internet Options --> Go to Content --> Go to Certificates --> A Certificate will appear → Double Click on the certificate → Go to Details tab → then to subject → Check if there is IEC Code or Not.

### **8. Error “Please Insert Dongel for Signing”**

**Soln:**

1. There is a possibility that Dongel is not attached with the system.
2. If it is attached, possibility that the token driver is not installed.
3. Possibility, the token is not recognisable by the system.

### **9. Username and Password**

**Soln:**

Username – IEC

Password – Sent on the registered Email Address

**10. AEO – Authorised Economic Operator**

**Soln:** AEO is a programme under the aegis of the World Customs Organization (WCO) SAFE Framework of Standards to secure and facilitate Global Trade. The programme aims to enhance international supply chain security and facilitate movement of legitimate goods.

**11. Type of Digital Signature Certificate**

**Soln:** Digital Signature Certificate should be of DGFT type which must contain your IEC Code.

## **JAVA SETTINGS**

**Step 1:** Kindly open “Control Panel” and Click on “Java”

**Step 2:** Go to “Security” Tab and add <https://coo.dgft.gov.in/> in “Exception List.”

**Step 3:** To add in Exception List, Click on “Edit Site List” button, then click on add. Copy the above URL and click “OK”

