

## **FAQ on NICDSign (Version 1.9)**

### **1. How will I install NICDSign on client machine?**

The NICDSign software is available for Windows, Ubuntu and MacOS platforms. Refer the NICDSign installation document provided with the bundle for detailed installation steps.

### **2. How will I ensure that the NICDSign is running?**

The NICDSign service starts automatically when a DSC token is connected to the system. A NICDSign icon will be shown in the Tray indicating that the service is running. In Ubuntu, a small status window will be opened instead of the tray icon.

### **3. What should be done if the NICDSign Service is not started automatically?**

A shortcut icon namely “NICDSign” will be created on the desktop after NICDSign installation. In case NICDSign service is not started automatically, the “NICDSign” icon available in the desktop may be used to manually start the service.

### **4. What should I ensure before signing?**

- NICDSign is installed
- DSC token driver is installed in the client machine
- DSC token is connected

### **5. Can NICDSign automatically detect the token connected?**

The NICDSign will identify and configure the following DSC tokens automatically:

- Trustkey
- Proxkey
- Gemlato
- ePass 2003

### **6. What should I do if my token is not detected automatically by the NICDSign?**

There is a provision to add new DSC tokens in case it is not available in the predefined list of tokens in NICDSign.

### **7. How can I manually add a DSC token driver to the NICDSign?**

Open Settings by right clicking the tray icon and select Custom from the “Select DSC token” dropdown, browse and save the driver of the token manually. After saving the configuration unplug and reconnect the DSC token.

**8. What should be done to access the NICDSign service over HTTPS?**

To use DSCService over HTTPS, the corresponding browser must be configured to trust the NICDSign Client service. Refer the NICDSign Installation manual of your OS platform for detailed instructions.

**9. What should I do if the Message is shown like “Error while Initializing” after token password is entered message is coming?**

Make sure that you have entered the password correctly. If not, then reload the page and re-enter the password correctly. Most tokens will get automatically locked if a wrong password is entered for a predefined number of times.

**10. What should be done if the Message is shown like “DSC token not found. Please ensure that the token is connected”**

Please re-connect your token properly to USB port. If you are using any manual proxy configuration remember to add localhost since NICDSign is running as a local server localhost, 127.0.0.1

**11. What version of JRE is required in the client?**

JRE 1.8 or above is required at the client for the NICDSign.

**12. What are the operating systems supported by the NICDSign?**

- a) Windows 7 and above
- b) Ubuntu 14 and above
- c) MacOS

**13. What are the browsers supported by the NICDSign?**

- a) Mozilla Firefox (57 or above)
- b) Chrome (60 or above)
- c) Internet Explorer (9 or above)
- d) Microsoft Edge (42 or above)
- e) Safari (11 or above)