

Kerala Commercial Taxes Department

# DIGITAL SIGNATURE -FAQ

## Digital Signature FAQ

- 1. Which are the digital documents in KVATIS for which Digital Signature is mandatory?**
  - 8FA
  - Online Delivery Note
  - Statutory Forms
    - C Form
    - F Form
    - E1 Form
    - E2 Form
    - H Form
    -
- 2. Whether Digital Signature is mandatory in Return filing?**
  - No; Digital Signature is optional for return filing
- 3. Is it possible to entrust more than one person to digitally sign the document in KVATIS for a firm?**
  - Yes, the authorized signatory detail of the persons signing the document has to be appended in the authorized signatory screen and enroll his/her digital signature in the digital signature enrollment screen.
- 4. I have entered the authorized signatory details, but not able to enroll digital signature.**
  - If the eMudhra web signer window is not displayed, please check the following
    - i. Turn Off pop up blocker in the Browser.
    - ii. Enable Java settings of the browser.
    - iii. If the browser doesn't have the Java (JRE) as required by KVATIS, click on the link to download JRE before registering and transacting on the site. ([http://comtax.kerala.gov.in/KVAT/jre\\_KVAT.exe](http://comtax.kerala.gov.in/KVAT/jre_KVAT.exe))
    - iv. Download the browser settings from *[Download User Manual](#)* link in the dealer home page and click *[Browser Settings\(Digital Signature\)](#)* and incorporate the changes
    - v. Check whether the antivirus or windows firewall in the machine blocks the java applet.
  - If Credential invalid message is displayed
    - i. Please check the PAN applied for taking digital certificate and the PAN entered for the enrollment of authorized signatory. Both these PAN should be same.
  - Digital signature details is not displayed in the eMudhra web signer window

- i. Ensure that, USB token containing Digital Signature Certificate is connected to the PC.
- ii. In the case of PFX file stored in the CD media or hard disk, please click P12/PFX tab in the window and click browse button. Select your digital signature file (PFX) from the CD / hard disk.
- iii. Please install the digital signature driver properly or contact your digital signature supplier.

**5. I have added the authorized signatory details and enrolled digital signature, but not able to take statutory form / Delivery note/ 8FA.**

- If the e Mudhra web signer window for signing is not displayed, please check the procedures mentioned in item no.4 above.
- Only KVAT processing screen is displayed
  - a. The signing process takes some time; if the processing screen is displayed for more than a reasonable time, please close the window and check the status of the document. If the status is submitted it is digitally signed. Now you can take the digitally signed document. If the status is initiated, please try to sign again.

**6. Whether I can use this facility from any computer?**

- Yes. But, before attempting to sign digitally, please make sure that all the procedures mentioned in item no.4 above, is done in the computer.

**7. Any helpline numbers for supporting Digital signature issues?**

- Yes, e-Mudhra, the technology partner for implementing Digital Signature has setup support for technical issues related to Digital Signing. The contact numbers and mail id are as follows:

**Customer service 080-43360000**

*(Monday - Friday 9.00 am - 07.00 pm and Saturday 09.30 am - 05.00 pm)*

**e-mail - info@e-mudhra.com.**

**8. The signature in the digitally signed .pdf document shows the status 'invalid signature / unknown identity'**

- If the signature in the signed document shows invalid signature
  - a. Check your Adobe reader version. If the version number is less than 9 Upgrade to Adobe 9 or above.
- If the signature in the digitally signed .pdf document shows unknown identity.
  - a. Right click over the signature shown in the signed document
  - b. Select *Signature Properties*
  - c. Click '*show certificate*'
  - d. Select the '*Trust*' tab in the shown certificate

- e. Click '*Add to Trusted Identities*'
- f. Click '*OK*' in the pop up window
- g. Tick the following options
  - i. *Certified documents*
  - ii. *Dynamic Content*
  - iii. *Embedded high privilege Java Script*
  - iv. *Privileged System Operations*
- h. Click '*OK*'
- i. Click '*OK*'
- j. Click '*Validate Signature*' button

**9. I have added the authorized signatory details and enrolled digital signature but not able to take statutory form / Delivery note/ 8FA etc**

- Only the KVAT processing screen is displayed:
  - a. Check whether the java version running in your machine.
    - 1. Go to control panel
    - 2. Click Java
    - 3. Check version. (for detailed procedure, please download digital signature handbook)

**10. How can I renew DSC?**

You need to click on the [Digital Signature Renewal](#) link provided in your home page.

**11. I am using windows 64 bit machine. Whether I should instal the same java file downloaded from KVATIS site?**

**No. You need to download java file from the following address.**  
**<http://www.filehorse.com/download-java-runtime-64/9828/old-versions>**

**Downloadable version is [Java Runtime Environment 1.6.0.30 \(64-bit\)](#) or [Java Runtime Environment 1.7.0.0 \(64-bit\)](#)**

**12. When should I renew my digital signature in KVATIS?**

You should renew the digital signature in the following situations

- a. When the validity period of your digital signature has expired
- b. If you have procured a new DSC from another provider.
- c. If you are getting the following screen while trying to sign

*e9006^Verification failed during extracting details from sign data for uniqueId:*



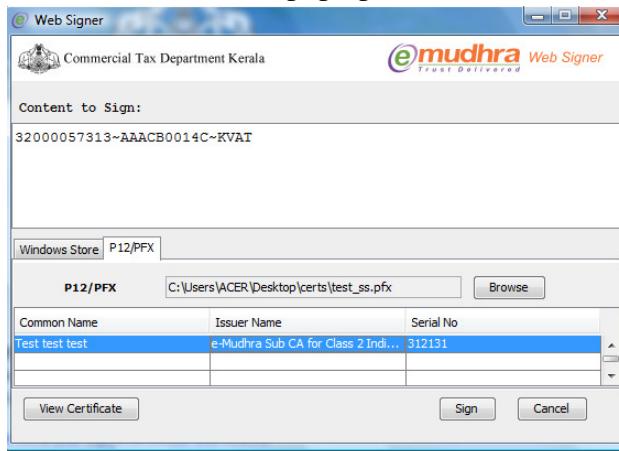
*Error!!*

*There is an error is registering your digital certificate. Credentials are invalid.e9006^Verification failed during extracting details from sign data for uniqueId: Please try again with proper details or contact the administrator*

### **13. While taking statutory forms, the system shows KVAT processing and not issuing the form. What should I do?**

If your system is not showing the web signer window (shown below) with your signature details in it, check the following:

- a. Check r the java version running in your machine:
  1. Go to control panel
  2. Click Java
  3. Check version. ( for detailed procedure, please download digital signature handbook)
- ii. Check whether firewall / antivirus is blocking the web signer
- iii. Check whether pop up blocker is disabled in the browser.



### **14. What is the image shown for a correctly signed PDF file ( Statutory Form, Delivery Note etc) ?**

## Signature valid

Digitally signed by santhosh stephen  
Date: 2012.08.07 14:40:34 IST  
Reason: Statutory form signing  
Location: Kerala

### 15. What should I do when the signature shows "Validity Unknown" ?

#### Validity unknown

Digitally signed by JOSEPH PUTHENVEETIL ISSAC  
Date: 2013.01.19 19:22:09 IST  
Reason: Statutory form signing  
Location: Kerala

- a. Check your Adobe reader version. If the version number is less than 9 Upgrade to Adobe 9 or above.
- b. If the signature in the digitally signed pdf document shows unknown identity:
  - a. Right click over the signature shown in the signed document
  - b. Select Signature Properties
  - c. Click 'show certificate'
  - d. Select the 'Trust' tab in the shown certificate
  - e. Click 'Add to Trusted Identities'
  - f. Click 'OK' in the pop up window
  - g. Tick the following options
    - i. Certified documents
    - ii. Dynamic Content
    - iii. Embedded high privilege Java Script
    - iv. Privileged System Operations
  - h. Click 'OK'
  - i. Click 'OK'
  - j. Click 'Validate Signature' button