



Please follow the steps given below if you are getting errors when using USB for Digital Signature

The following picture shows an error message that you may encounter while signing the .XML document with Digital Signature.

Directorate of Income Tax - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print

Address <https://incometaxindiaefiling.gov.in/portal/uploadXML.jsp> Go Links >>

आयकर भारत
INCOMETAX INDIA

Home | About us | Downloads | Help | FeedBack | Other Services | My Account

Certificate

1. You might not have inserted the USB token.
2. You might not have provided right credentials.
3. You might have cancelled the operation.
4. Your token drivers may have been incorrectly installed.

For 4 please contact your System/Token Vendor to verify the procedure to install the driver.

OK

If you have USB Token please click here

Hard tokens are best supported with Windows XP Operating System.

If the button is not visible it implies that you do not have Java Runtime Environment 6 (JRE 6 Beta) or newer installed. (Click on hyperlink to download)

Click here to download Help on USB token

UpLoad Reset

All contents © copyright 2007 Directorate of Income Tax (Systems)

Home | About us | Downloads | Help | Feedback | Other Services

If you are getting the error shown in the above picture when signing your document with Digital Signature, you are suggested to follow the below given steps to change the browser settings.

1. Click on “Logout” to end your user session (Do not close the browser)
2. Remove the USB token from the system.



3. Click on “Tools” and choose “Internet Options” from the menu, as shown in the picture below

The screenshot shows a Microsoft Internet Explorer browser window titled "Directorate of Income Tax - Microsoft Internet Explorer". The address bar shows "http://www.incometa...". The "Tools" menu is open, and "Internet Options..." is selected. The website content includes the Income Tax Department logo, the text "आयकर भारत INCOMETAX INDIA", and a navigation menu with links for "About Us", "Downloads", "Help", "Feedback", "Other Services", and "Login". The main heading is "Income Tax e-filing". Below this, a banner reads "INCOME TAX DEPARTMENT RELEASES RETURN PREPARATION SOFTWARE FOR ITR-1 AND ITR-2".

e-Filing A.Y. 2007-08

Downloads

- Individual, HUF
- Firms/AoPs/Bol
- Companies
- Trusts
- FBT

Submit return

e-Filing A.Y. 2006-07

ANYTIME. FILE ANYWHERE.

WELCOME TO INCOMETAX INDIA

An **e-Governance** initiative of the Income Tax Department, Ministry of Finance, Govt. of India.

Please register if you do not have a user-id and password.

Login

Existing User [Login](#)

New User [Register](#)

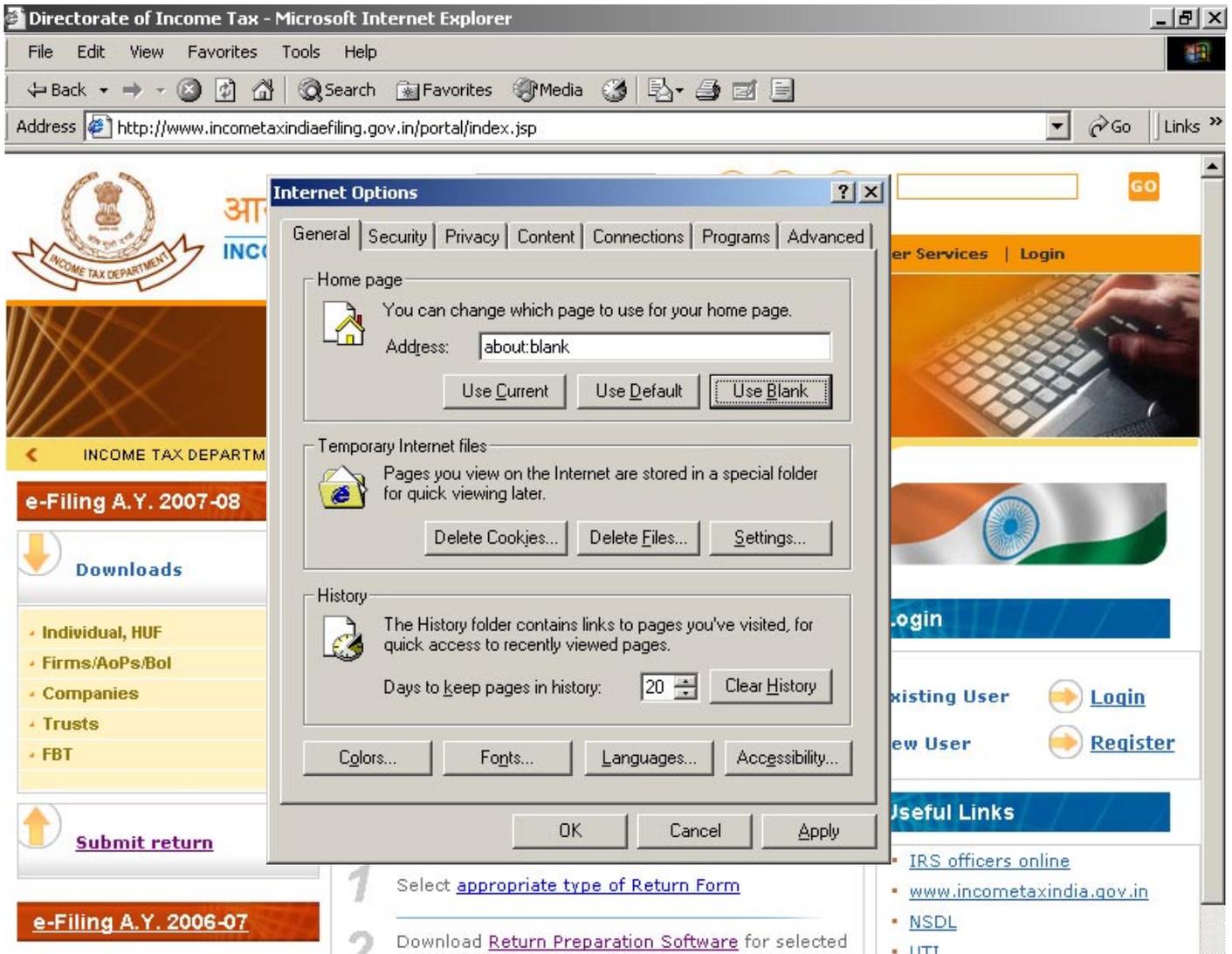
e-Filing Process – At a glance

- 1 Select [appropriate type of Return Form](#)
- 2 Download [Return Preparation Software](#) for selected

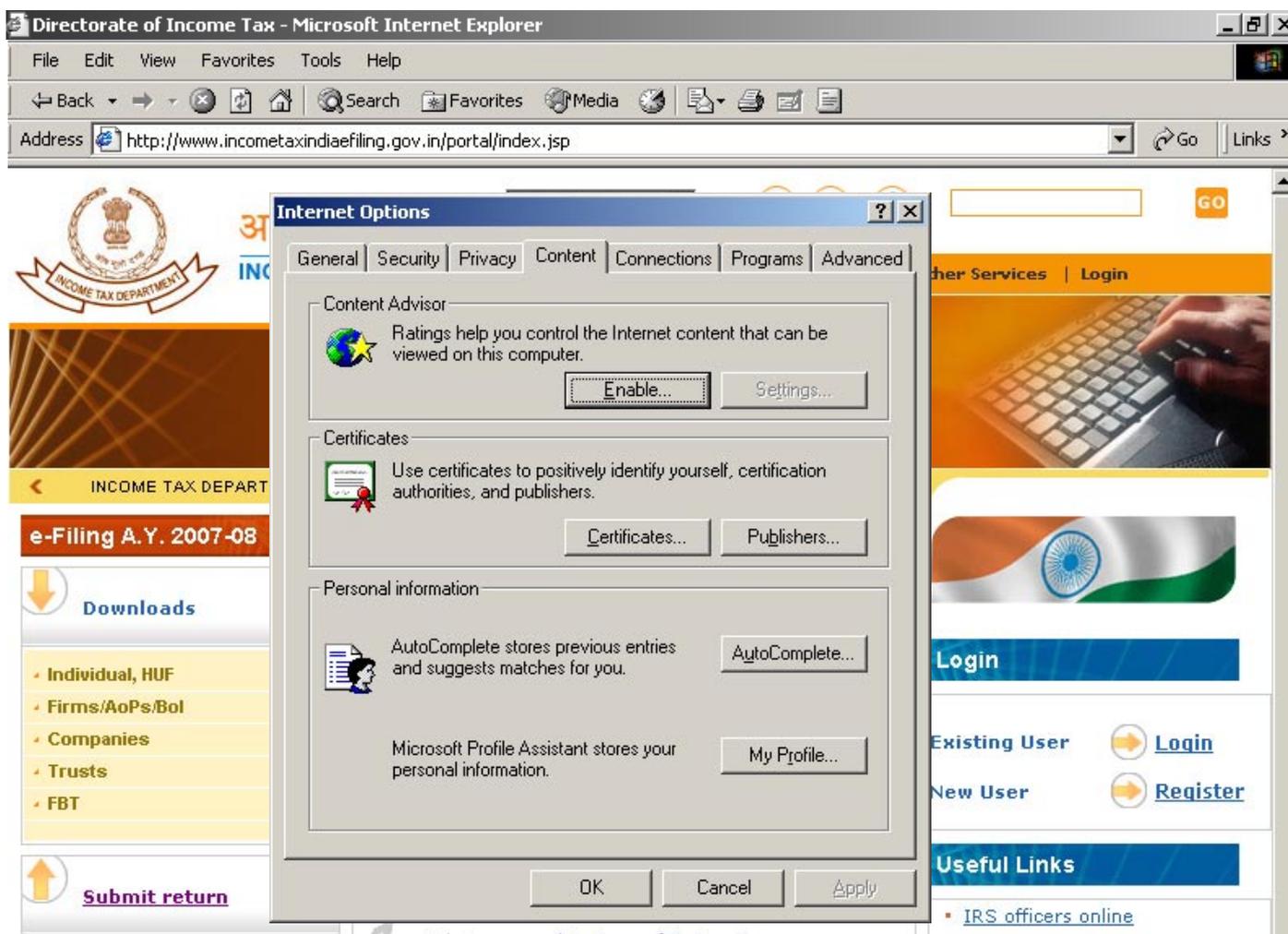
Useful Links

- IRS officers online
- www.incometaxindia.gov.in
- NSDL
- IIT

4. Click on “Internet Options”, you will see a small window shown in the following picture



5. Click on “Content” on the top tab. You will see the window shown in the picture below



6. Click on the “Certificates” button in the “Certificates” section, you will see the certificate/s under “Personal” tab as shown in the picture given below. Please make sure you are looking at the certificates under “Personal” tab only.

NOTE: Please take a backup of the certificates shown in the “Certificates” window.

Additional Information on how to take backup:

The list of certificates displayed in this window may have either **Real Certificates** or **References to Certificates**. So, please take a backup of the **Real Certificates** before you proceed to the next step.

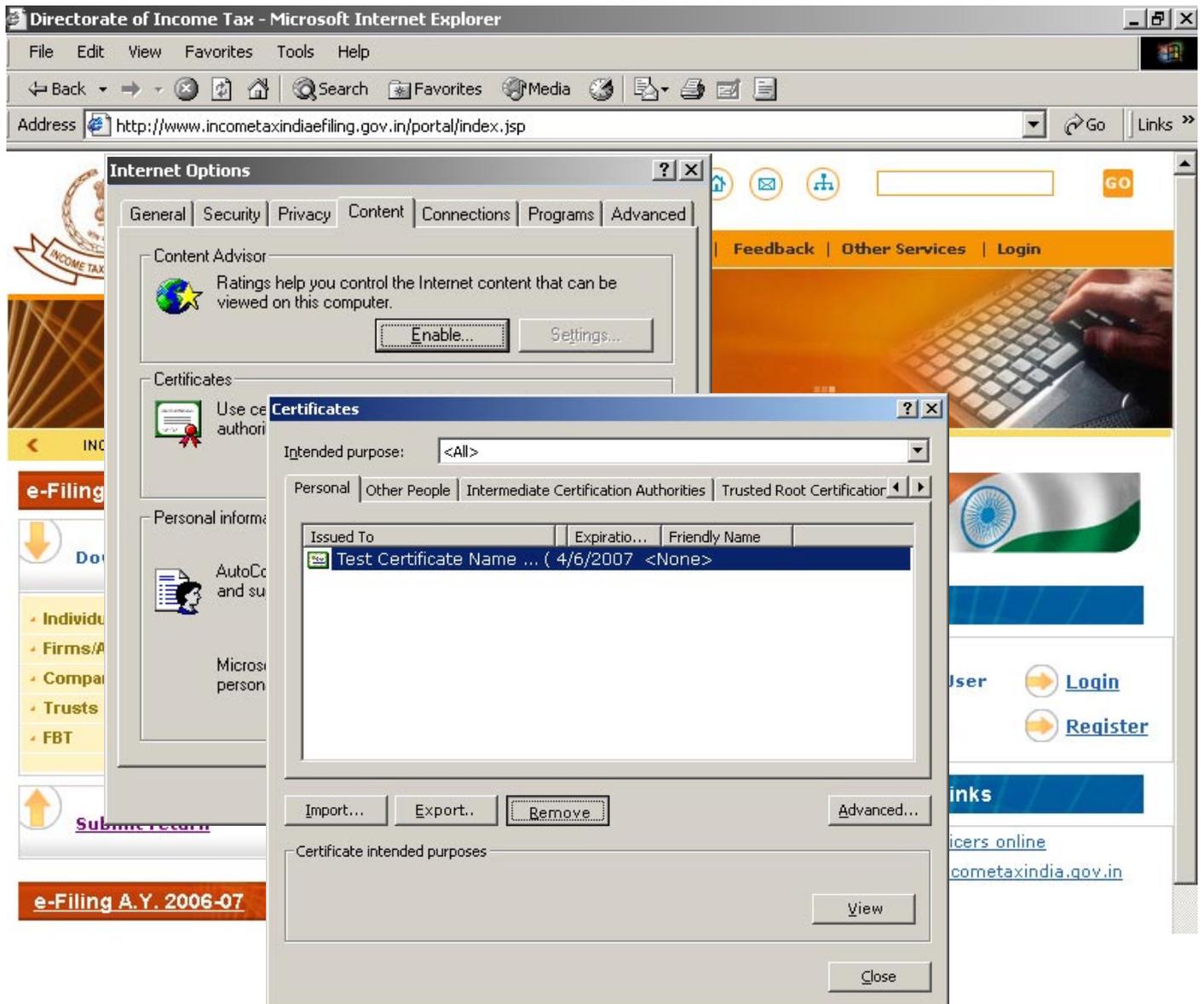
Question: What do we mean by **Real Certificates**?

Answer: **Real certificates** are the certificates you might have bought online and saved into the browser (ex: .pfx files). They will be used for “**Sign with .pfx file**” option on the “Submit your returns” page on the <http://incometaxindiaefiling.gov.in> website. If you have not saved the certificates yet, select the certificates one by one and click on “Export” button shown in

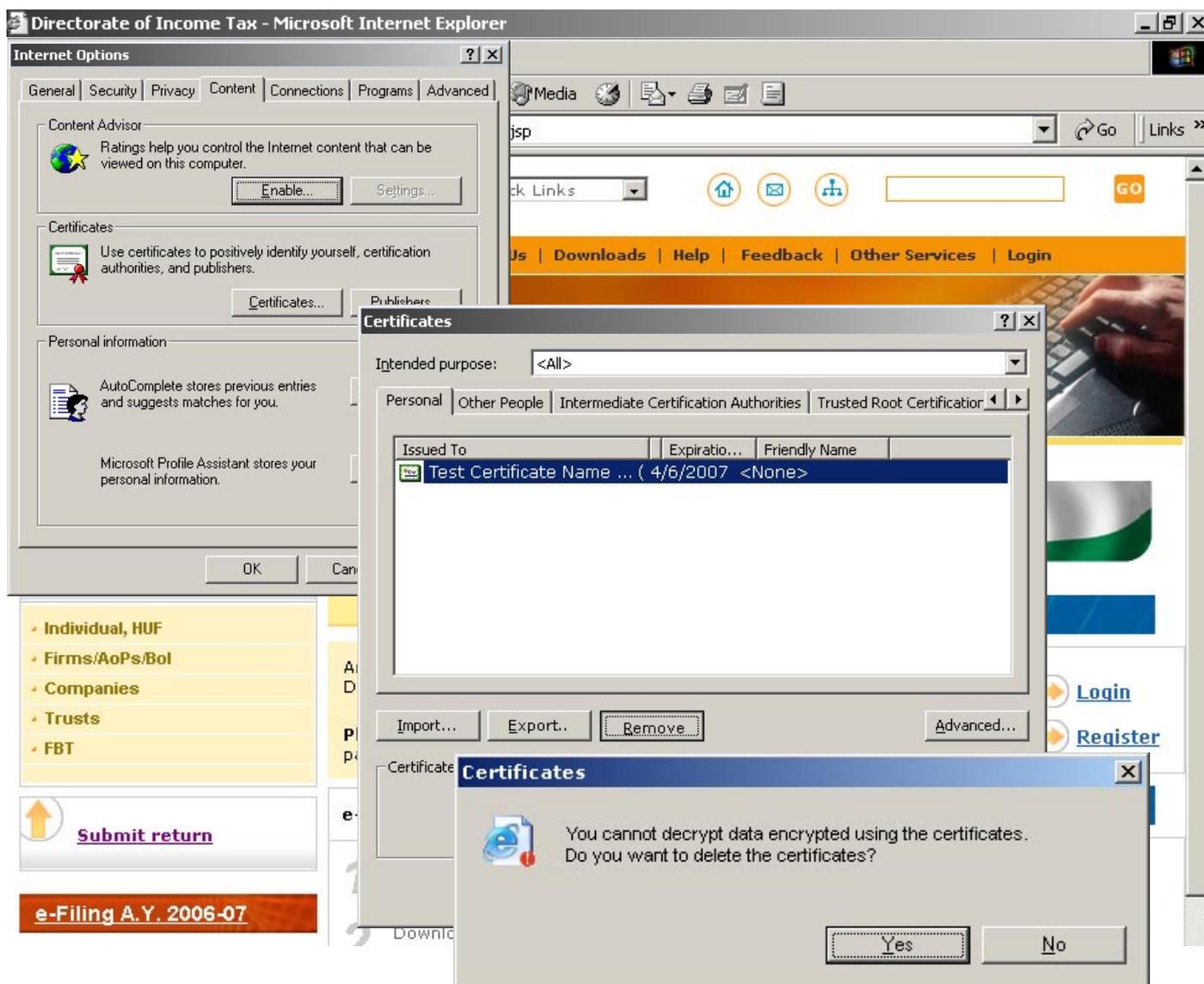
the picture given below and follow the steps in “Certificate Export Wizard” and save them on the hard disk. Repeat the same “Export” step for all the certificates you want to save.

Important: This has to be done before moving on to step 7

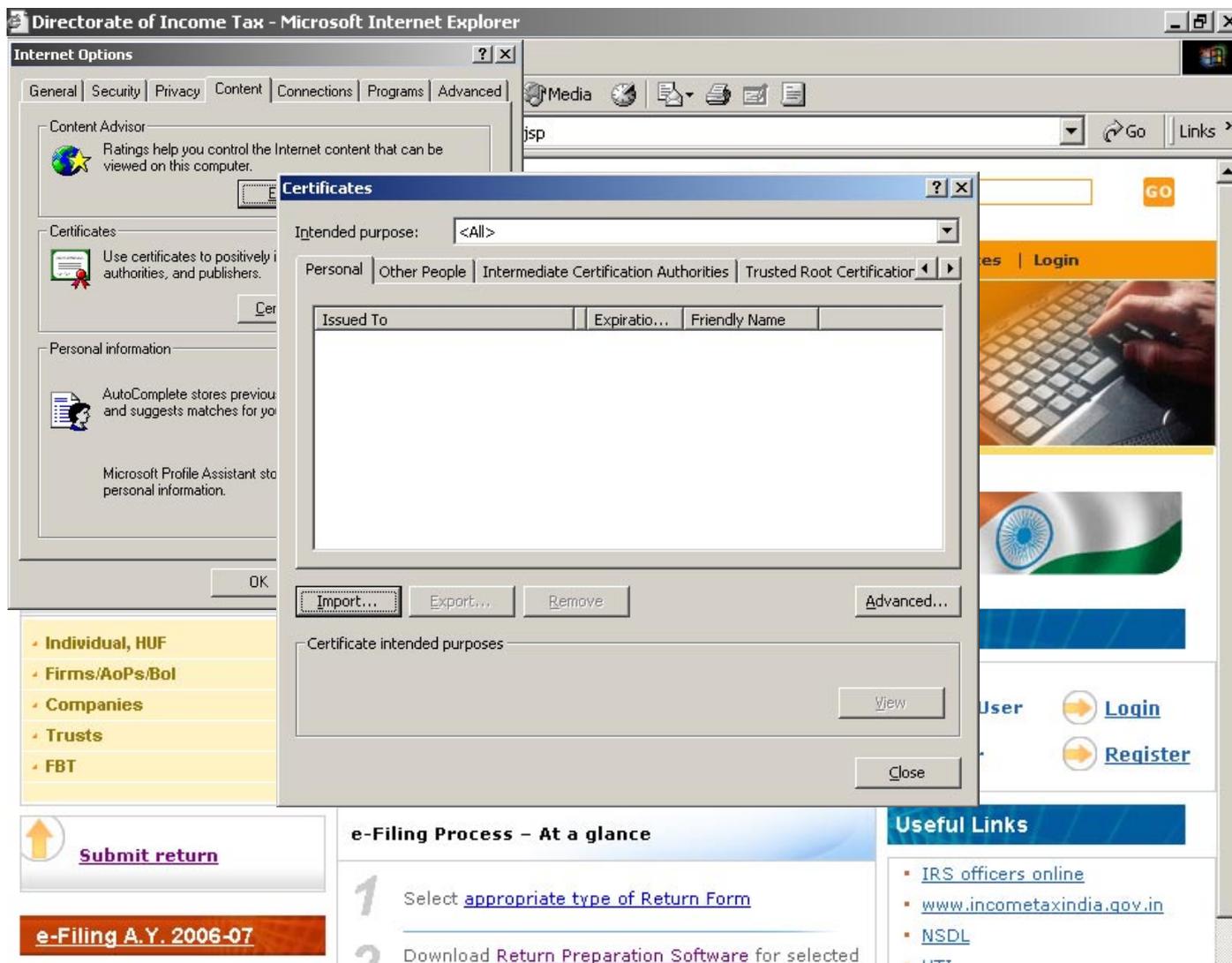
The Department of Income Taxes will not be responsible if you lose your certificate for not taking a backup.



7. Select a certificate and click on “Remove” button, you will get a message asking for your approval to delete the certificate as shown below



8. Click “Yes”. Repeat the same step for all the certificates (if you have more in the list). When all the certificates are removed, your “Certificates” window should look like the picture given below



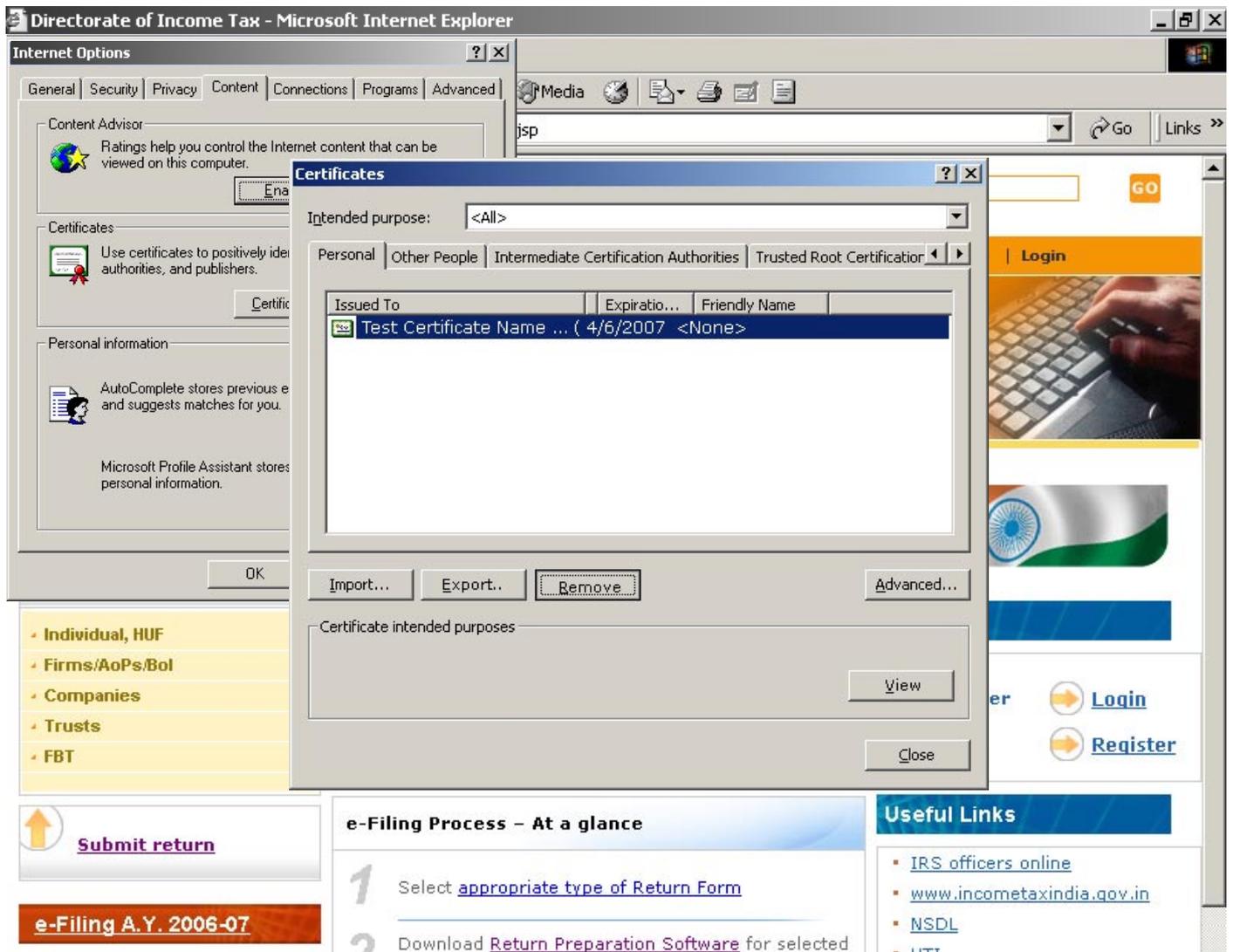
9. Click on “Close” button.

10. Click on “Apply” button if it is enabled, then click “OK” button

11. Close the Browser and open a new Browser

12. Insert the USB token on which you have the Digital Signature.

13. Go to Tools → Internet Options → Content → Click on “Certificates” button.
The “Certificates” window should display the certificates as shown below.



The screenshot shows the 'Directorate of Income Tax - Microsoft Internet Explorer' window. The 'Internet Options' dialog box is open, with the 'Content' tab selected. The 'Certificates' sub-tab is active, showing a list of certificates. The list contains one entry:

Issued To	Expiration Date	Friendly Name
Test Certificate Name ...	4/6/2007	<None>

Below the list are buttons for 'Import...', 'Export..', 'Remove', and 'Advanced...'. At the bottom of the dialog, there is a 'Certificate intended purposes' section with a 'View' button and a 'Close' button.

The background shows the Directorate of Income Tax website with a navigation menu on the left (Individual, HUF, Firms/AoPs/Bol, Companies, Trusts, FBT), a 'Submit return' button, and an 'e-Filing A.Y. 2006-07' banner. The main content area includes 'e-Filing Process - At a glance' with steps 1 and 2, and a 'Useful Links' section with links to IRS officers online, www.incometaxindia.gov.in, NSDL, and IIT.

14. If you can see the certificates, it means the Browser settings are done properly.
15. You can login to the site and you should be able to upload the .XML document.