

## 1) General information :

### > Minimum Software requirements

- 1) Java 1.6 or higher version (latest version recommended)
- 2) Administrative rights for local system

**Notes** : Do not use multiple versions of Java in the same system (x86 and 64 bit version)

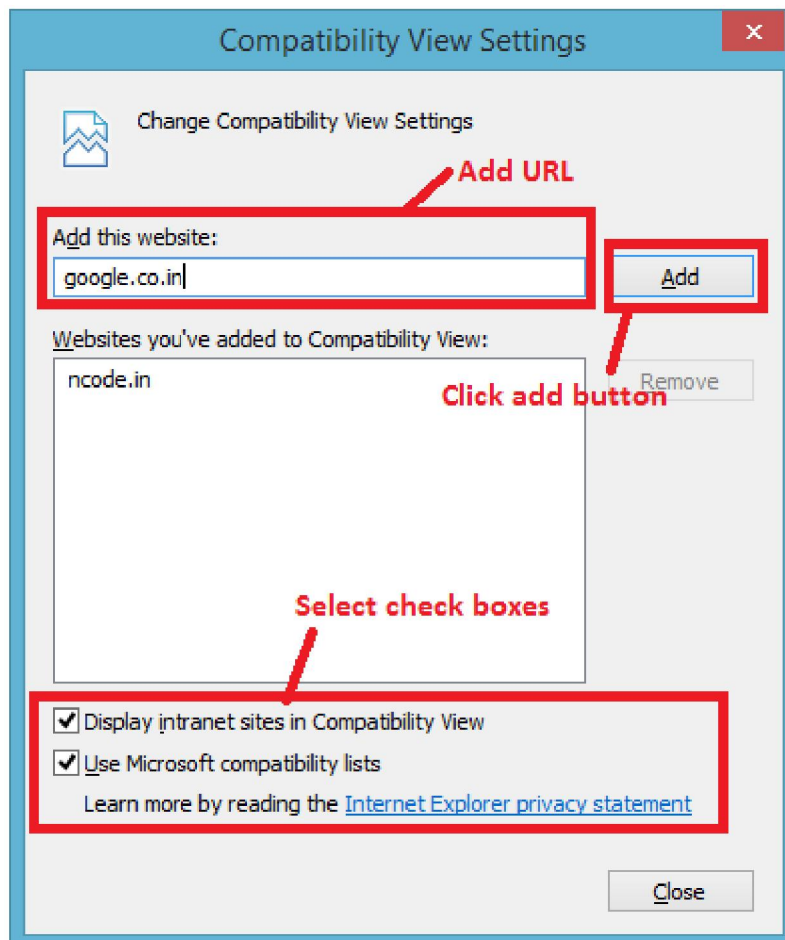
## 2) PKI component is not Initializing.

### > For internet explorer

- a) Check for the Java plug-in are installed in web-browser and enable.
- b) add website URL in the compatibility view setting

Go to **Internet explorer >> MENU >> Tools >> compatibility view setting**

- i) Add website URL in the compatibility view list click on add button
- ii) Select all check boxes in window and close the window



> For Firefox

a) Check for the Java plug-in are installed in web-browser and enable.

b) If Java plug-in are installed and block or not enable please follow below steps to enable

Go to **Firefox >> Menu >> Tools >> Add-ons >> Plug-in >> select Java >> always Activate**

> For Chrome

a) Check for the Java plug-in are installed in web-browser and enable.

b) If Java plug-in are installed and block or not enable please follow below steps to enable

Right click on the PKI component area and select activate Java to run the PKI component

**3) Java version issue.**

Currently Java version **1.6.x, 1.7.x and 1.8.x** are supported for signing utility (recommended to use latest version).

**Note :** 1) For updating Java version download the latest installed from java.com and install.

2) It is not recommended perform auto update.

3) Singing utility will not work as expected, if multiple JAVA version is installed and running on the system.

Please un-install all older java version and keep only one latest java version only.

**4) Signing issue after PKI component is initialize.**

a) If you are using internet explorer below internet explorer version 8, please add website URL in the compatibility view mode.

b) Make sure that user has local system administrative right to run the PKI component.