



MIGRATION RELATED ISSUES AND THEIR SOLUTIONS

Troubleshooting Guide for

Introduction:

Enrolment forms on the GST Common Portal needs to be digitally signed before final submission. The portal uses a component called the emSigner to enable Tax Payers to digitally sign their application forms. This document is intended to serve as a troubleshooting guide for issues related to Digital signing of enrolment forms.

1. Supported Browsers and version: GST System has been validated on most of the popularly used browsers. As the first step of trouble shooting, please ensure the web browser is supported by the GST system. The following table gives the list of supported browsers and versions

| Browser | Supported Version |
|--------------------------|---------------------|
| Internet Explorer | 10.0 and above |
| Firefox | 6.0 and above |
| Chrome | 16.0 and above |
| Safari | 6.0 and above |
| Opera | 12.1 and above |
| Microsoft Edge | Since first version |

2. **"Restart emSigner" Error:** The following error is displayed while Registering Digital Signature certificate or Submitting with DSC on GST portal



Register Digital Signature Certificate

Failed to establish connection to the server . Kindly restart the Emsigner

PAN of Authorized Signatory

Select ▼

[Click here to Download Doc Signer](#)

Potential Cause & Remediation:

- *Emsigner server is not started – In case this is already started, please stop the server and start again the Emsigner server as 'Run as Administrator'.*

3. **Error while starting Emsigner server.** The following error is displayed when attempting to start emSigner application.



Potential Cause & Remediation:

- *Java Runtime Environment (JRE) is not installed in your system. Click on 'OK' and you will be redirected to below screen where you can download and install **jre** and proceed.*





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Version 8 Update 101

Release date July 19, 2016

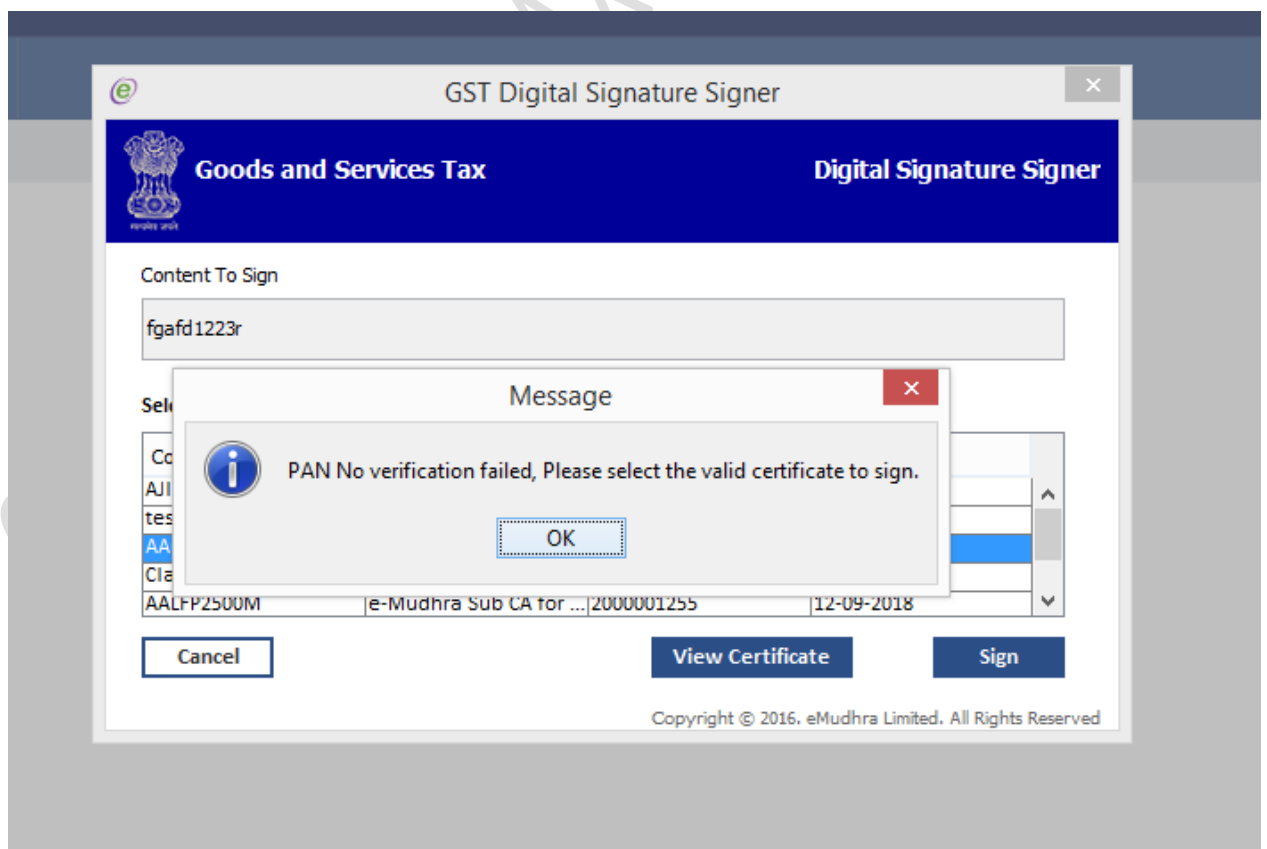
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4. PAN Number verification Failed Message: The following error is



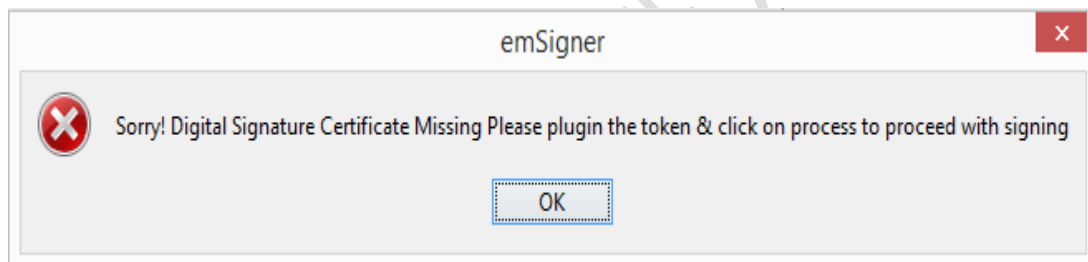
displayed when attempting to sign the enrolment form.



Potential Cause & Remediation:

- *The GST Enrolment form can be digitally signed using Class 2 / Class 3 X.509 certificate obtained from by any of the authorized Certification Authority (CA) in India provided the following pre-requisites are satisfied.*
 - *It should be a PAN based Digital Signature certificate.*
 - *The PAN Number in the Digital Signature certificate should match the PAN number of the authorized signatory*

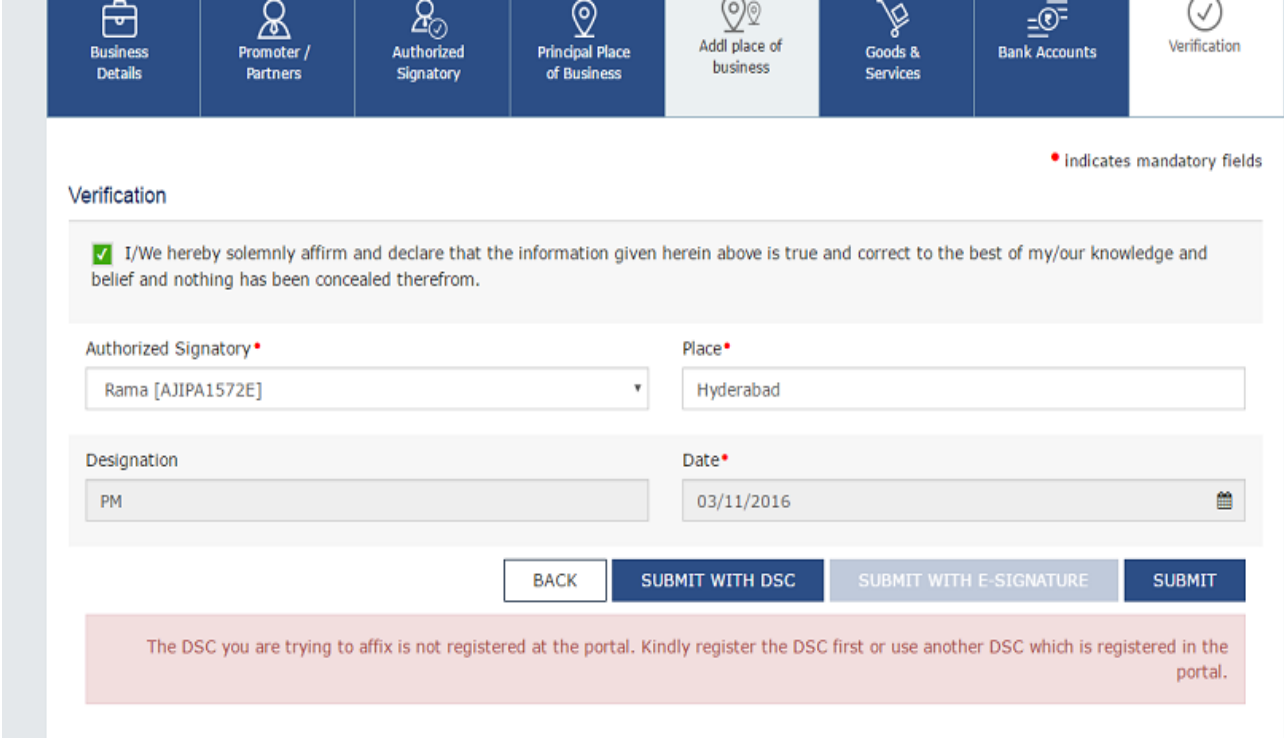
5. **Digital Signature Certificate Missing Error:** The following error message is displayed when attempting to Register DSC or Sign the form.

**Potential Cause & Remediation:**

- *If you are using DSC from a hardware USB token, please ensure it is plugged in correctly.*
- *If you are using the DSC registered in your browser, please ensure the certificate is installed on your browser correctly.*



6. **Digital Certificate not Registered Error:** The system displays the following error trying to submit with DSC.



The screenshot shows a navigation bar with tabs: Business Details, Promoter / Partners, Authorized Signatory, Principal Place of Business, Add place of business, Goods & Services, Bank Accounts, and Verification. The Verification tab is active. Below the navigation bar, there is a confirmation checkbox: I/We hereby solemnly affirm and declare that the information given herein above is true and correct to the best of my/our knowledge and belief and nothing has been concealed therefrom. Below this, there are input fields for Authorized Signatory (Rama [AJIPA1572E]), Place (Hyderabad), Designation (PM), and Date (03/11/2016). At the bottom, there are buttons for BACK, SUBMIT WITH DSC, SUBMIT WITH E-SIGNATURE, and SUBMIT. A red error message box at the bottom states: "The DSC you are trying to affix is not registered at the portal. Kindly register the DSC first or use another DSC which is registered in the portal."

Potential Cause & Remediation:

- *The Digital Certificate used to sign the form should be “pre-registered” on the GST Portal against the specific PAN number. Please Navigate to DashBoard > Register/Update DSC tab for DSC registration.*

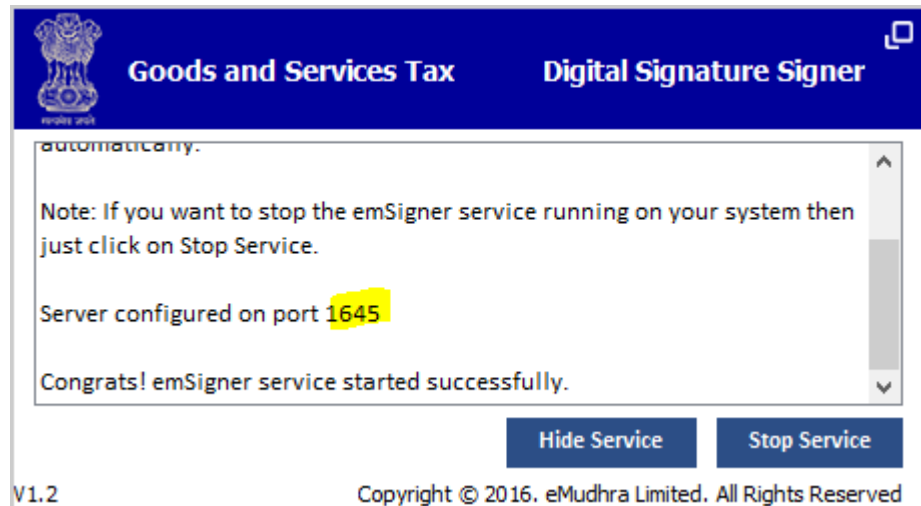
7. **Signing not working on Mozilla Firefox:** Unable to Register or Sign forms using Mozilla Firefox

Potential Cause & Remediation:

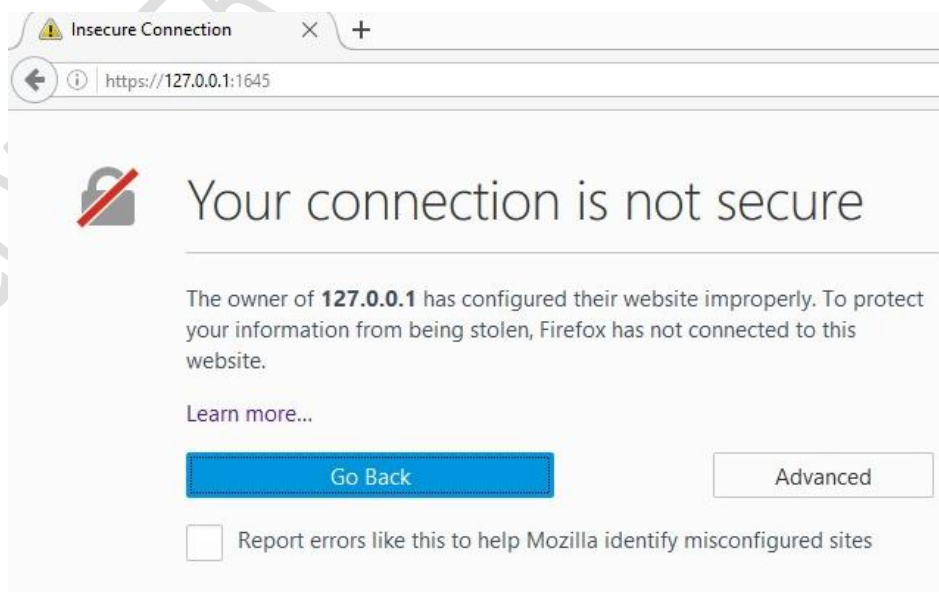
emSigner component interacts with the browser using WebSockets. On Mozilla Firefox browser, this requires manual intervention to enable trust to the WebSocket server application. Please use the following steps to establish this trust.



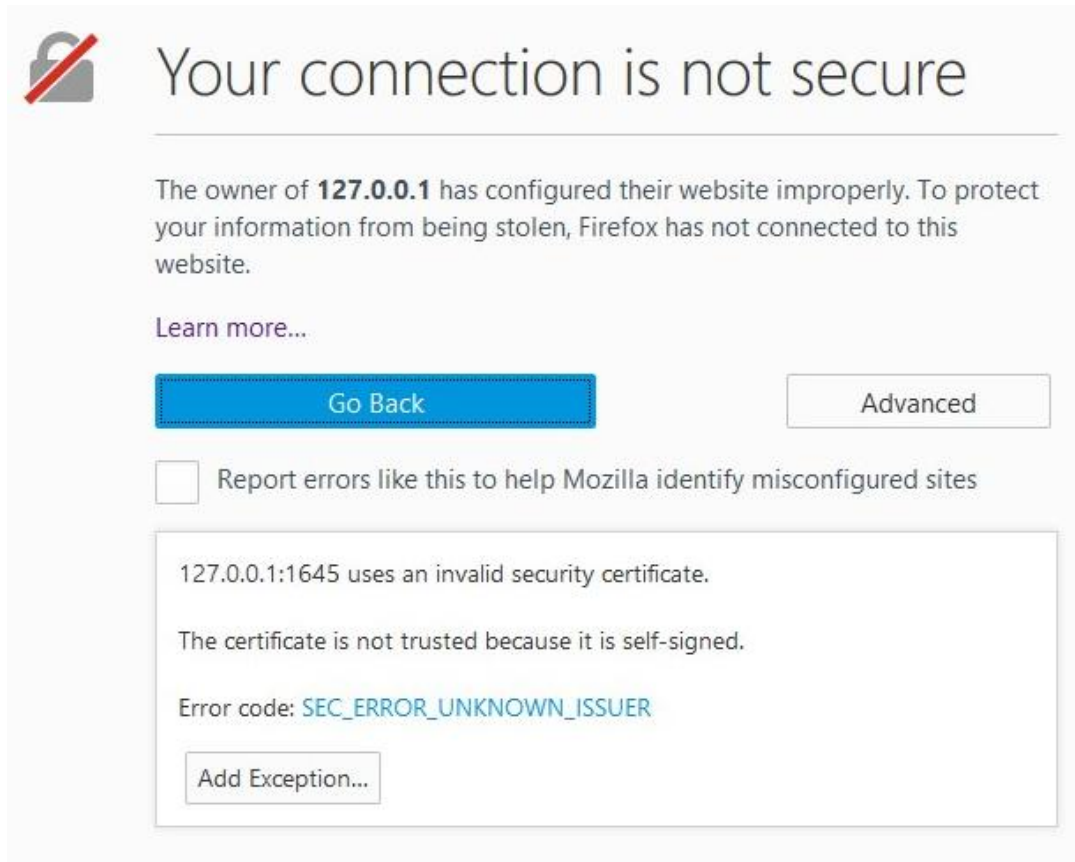
- Determine the port number on which emSigner is running. Open the emSigner application from the system tray and note down the port number as seen in the screenshot below.



- Navigate to the URL- <https://127.0.0.1:<portNo>>
(Eg: <https://127.0.0.1:1645>).
- The page will prompt to add the certificate to exception site list.



- Click on Advanced.



The screenshot shows a Firefox security warning dialog box. At the top left is a lock icon with a red diagonal line through it. The main heading is "Your connection is not secure". Below this, a message states: "The owner of **127.0.0.1** has configured their website improperly. To protect your information from being stolen, Firefox has not connected to this website." There is a link "Learn more...". Below the message are two buttons: a blue "Go Back" button and a white "Advanced" button. Underneath the buttons is a checkbox labeled "Report errors like this to help Mozilla identify misconfigured sites". A larger box contains the following text: "127.0.0.1:1645 uses an invalid security certificate.", "The certificate is not trusted because it is self-signed.", and "Error code: SEC_ERROR_UNKNOWN_ISSUER". At the bottom of this box is an "Add Exception..." button.

- Click on Add Exception.

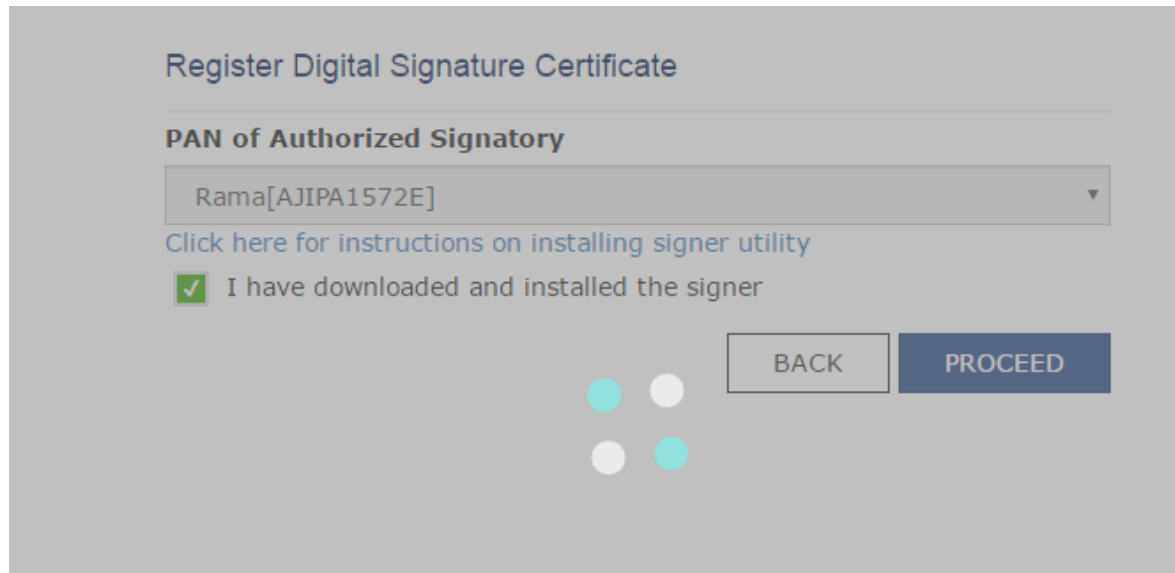




- Click on Confirm Security Exception



8. **Indefinite wait after Clicking PROCEED button:** The application appears to wait indefinitely after clicking on the 'PROCEED' button. See screen below.



Register Digital Signature Certificate

PAN of Authorized Signatory

Rama[AJIPA1572E]

[Click here for instructions on installing signer utility](#)

I have downloaded and installed the signer

BACK PROCEED

Potential Cause & Remediation:

- *emSigner component is not running or not responding in a timely manner.*
- *Check if emsigner is running by clicking on the icon in the System Tray.*
- *If emSigner websocket is already running, shut it down.*
- *Start emSigner server from the desktop icon for the application.*



Installing Web Socket Installer on MAC

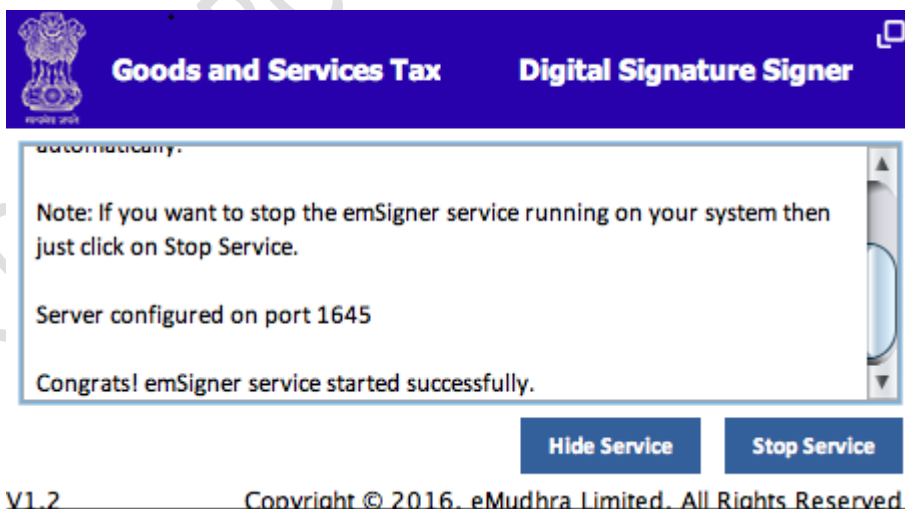
- Download Web Socket installer for Macintosh OS
- Unzip downloaded folder.
- Open shellsript and navigate to downloaded folder
- Execute `./startserver.sh` command#160

```
.krishnans-MacBook-Air:emsigner-v1.2 SrikrishnanShankar$
.krishnans-MacBook-Air:emsigner-v1.2 SrikrishnanShankar$
.krishnans-MacBook-Air:emsigner-v1.2 SrikrishnanShankar$
.krishnans-MacBook-Air:emsigner-v1.2 SrikrishnanShankar$ ./startserver.sh
a is IOException: Cannot run program "cmd": error=2, No such file or direc
```

- If emSigner is started successfully, below message will come and Click on 'OK'



- In task bar, emSigner icon will be created and can see the status of emSigner server.



FAQ on GST Migration

Issue 1. *PAN Mismatch Error coming while GST Migration*

The dealer should fill up the name of 'Primary Authorized Signatory' in GST portal exactly according to the Name against the PAN no in Income Tax Database.(<https://incometaxindiaefiling.gov.in/>). If the GST migration form is filled up accordingly no PAN Mismatch mail will come.

Issue 2. *User ID created by dealer in GST Portal(Message showing "Provisional ID already mapped To a User Name")*

If the dealer has enrolled in GST portal (<https://www.gst.gov.in/>) using the Provisional ID and access token provided by Commercial Tax Directorate and generated dealer's own user name and password in GST portal, then commercial Tax Directorate, Govt of West Bengal is not in a position to retrieve the user ID and password details.

Issue 3. *Provisional ID not obtained by dealer but issued by GSTN*

If Provisional ID has been issued to dealer against his VAT RC no then his provisional ID is shown in the Vat dealer's profile of the respective dealer. The dealer should access it from his dealer's profile. He can also contact the Joint Commissioner in his respective charge office to get his Provisional ID. GSTN is not in a position to provide provisional ID details to any dealer.

Issue 4. *Provisional ID not obtained by dealer and not issued by GSTN*

For newly registered VAT dealers and for recent PAN Mismatch corrections of the dealers done in VAT Database, new Provisional ID will be issued later by GSTN.

Issue 5. *Validation Error/OTP Related Issues/System Error in GST Portal*

If Dealer is facing following problems in GST Portal, then dealer should contact GSTN helpdesk number 0124-4688999 or send mail to helpdesk@gst.gov.in

- System Error
- Validation Error
- PAN not verified
- Internal Error
- ARN is Null
- OTP Related Problems/E sign Problems
- DSC Registration Issues in GST Portal Issue
- RC Cancelled, hence Provisional ID is also cancelled



Case A. Dealer was cancelled in VAT and hence his provisional ID has been cancelled by GSTN. That cancelled dealer has been restored later but cannot login to GST portal with his existing GST Provisional ID or self created user ID. Such cases will be communicated to GSTN later.

Case B. PAN no of the dealer has been changed in VAT Dealer's profile and accordingly new provisional ID has been created by GSTN against that VAT RC no. Hence GSTN has cancelled the previous provisional ID and showing the message "**RC no is cancelled**" in GST portal. In such cases dealer should complete GST Migration with the new provisional ID issued against that VAT RC no.

Case C. If for any dealer VAT RC has been cancelled but Service Tax no has not been cancelled. In such cases GST Migration will happen through Service Tax Department only. VAT authorities cannot facilitate migration of such dealers having only Service Tax Registration.

COMMERCIAL TAX WEST BENGAL



GENERAL QUERY

Dealer: I do not get PID yet. Please give it to me.

Help desk:

Open GST Portal (www.gst.gov.in)

Go to “Check Registration Status” link.

Put RC NO./PAN and check whether PID is issued.

If yes, provide the PID and Access Token to the dealer from logging into IMPACT> GST Menu> Search PID by TIN.

If no, then check the date of registration (whether newly registered) or whether the dealer has PAN mismatch.

Dealer: I lost User ID and Password. Please provide me.

Help desk: CTD cannot provide User ID and Password. Just give him PID again. Ask him to reset User ID/Password by clicking on Forget User ID/Password

Dealer: User ID was created with other’s e-mail and Mobile No. I do not get OTP when resetting User ID. Please change my Mobile No./E-mail. Or provide me new PID.

Helpdesk: Change of registered Mobile No./E-mail ID is not possible. It’s not possible to issue new PID again. So, it’s up to dealer to retrieve OTP from registered e-mail/mobile.

Dealer: I changed my PAN No. Do I get new PID?

Help desk: Yes

Dealer: My PAN No. is same. But I correct my spelling in PAN. Do I get new PID?

Helpdesk: No

Dealer: I correct my Name/Trade Name in VAT database through amendment. But old data is showing in GST Portal.

Helpdesk: VAT server and GST server are not connected. So, no reflection of change data can be seen. Dealer has to migrate with existing data. He can amend it in GST regime.

Dealer: My Legal Name (as per PAN) and Legal Name (as per current tax act) are different. But it should be same. Will it be a problem for migration?

Helpdesk: NO. There is no validation.



Dealer: I have a company. But my Director's Name is showing as Legal Name (as per current tax act). So, it creates Validation Error when I submit the form. Please correct it.

Helpdesk: There is no validation on Legal Name. So, it is not a reason for Validation Error. (Please go through the process how to solve Validation Error in List of Error Message Page). Dealer can amend Legal Name in GST regime.

Dealer: Legal Name (as per current tax act) is showing BLANK. Will it be a problem for migration?

Help Desk: NO. Fill in the form correctly and submit. ARN will be generated.

Dealer: Legal Name (as per PAN) is showing wrong name. What to do?

Helpdesk: When CTD sent data to GSTN, wrong PAN was showing in VAT database. So, advise the dealer to correct the PAN in VAT. He will get a new PID later.

Dealer: Legal Name (as per PAN) field is blank. What to do?

Helpdesk: Check the PAN from IT e-filing section. PAN is invalid or deactivated.

Dealer: Can I use the same DSC which I use to file VAT Return?

Helpdesk: If the dealer is a prop. Then he can use it. Otherwise he should not.

Dealer: I got a PID from Service Tax. Do I get another PID from VAT also?

Helpdesk: No.

Dealer: ARN has been generated. But now I want to amend some data in GST Portal. Is it possible?

Helpdesk: No.

Dealer: ARN has been generated. Do I have to do anything more?

Helpdesk: Nothing at this stage.

Dealer: I am a prop. I want to submit the form through e-Sign. What should I do?

Helpdesk: Primary Authorised Signatory has to visit any Aadhaar Kendra to link his mobile no. with his Aadhaar No. So, when he submits the form, OTP will be sent to registered mobile. He has to type the OTP in specified box and submit.

**The
End**

