

SYSTEM CONFIGURATIONS FOR SIFY ENROLLMENT AND ERA SERVER OPERATIONS

Enrolment Link:

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ERA Server Operation Link:

1. Minimum Computer Requirements

- a. Windows XP (Service Pack 3) or Windows Vista or Windows 7 or Windows 8
(In Case you have XP – Service Pack – 2; please upgrade the same by Clicking [UPGRADE](#))
- b. Browser Internet Explorer 6 or Above
- c. The User Logon to the Computer must have Administrator Rights
- d. Date & Time Should be Properly configured

2. System Settings

- a. Disable / Uninstall all the Antivirus Programs
- b. If Using Windows 7 or Above – CHANGE USER ACCOUNT CONTROL SETTINGS TO

NEVER NOTIFY:

Click on Start → Control Panel → User Accounts & Family Safety → User Accounts → Change User Accounts Control Settings → Drag Down to Never Notify → OK

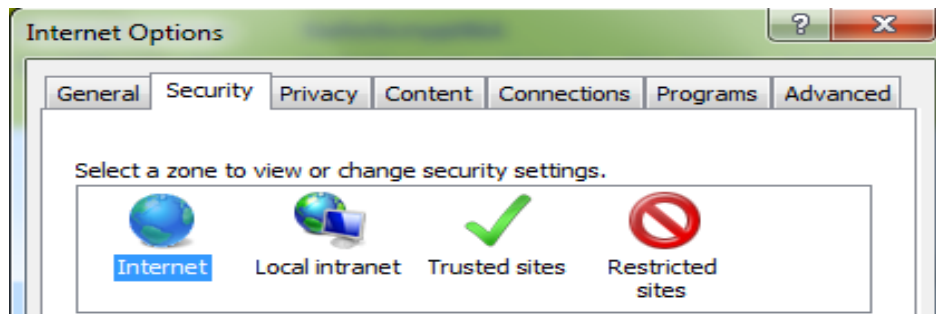
- c. Import Root Chain into the System:

Download Root Chain → Right Click → Install Certificate → Next → Next → Finish

3. Browser Settings

Step 1

Open Internet Explorer → Tools → Internet Options → Security Tab →
Click on Internet → Click on **Custom Level**



Enable these Options under Active X Control & Plugins

- ⇒ Download signed ActiveX control
- ⇒ Download unsigned ActiveX control
- ⇒ Initialize and script ActiveX control which are not marked safe for scripting.
- ⇒ Run ActiveX controls and plug-ins
- ⇒ Script ActiveX marked safe for scripting

Enable these Options under Active X Control & Plugins

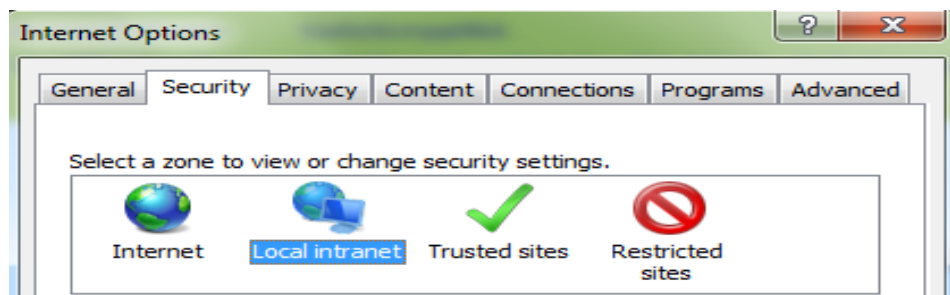
- Include Local Directory Path While Uploading Files to Server

Enable these Options under Scripting

- ⇒ Active Scripting

Step 2

Open Internet Explorer → Tools → Internet Options → Security Tab →
Click on Local Intranet → **Custom Level**



Click on Enable these Options under Active X Control & Plugins

- ⇒ Download signed ActiveX control
- ⇒ Download unsigned ActiveX control
- ⇒ Initialize and script ActiveX control which are not marked safe for scripting.
- ⇒ Run ActiveX controls and plug-ins
- ⇒ Script ActiveX marked safe for scripting

Enable these Options under Active X Control & Plugins

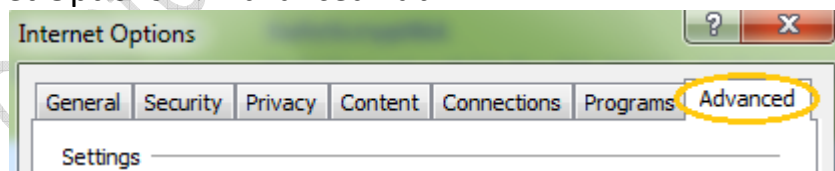
- Include Local Directory Path While Uploading Files to Server

Enable these Options under Scripting

- ⇒ Active Scripting

Step 3

Internet Options → Advanced Tab



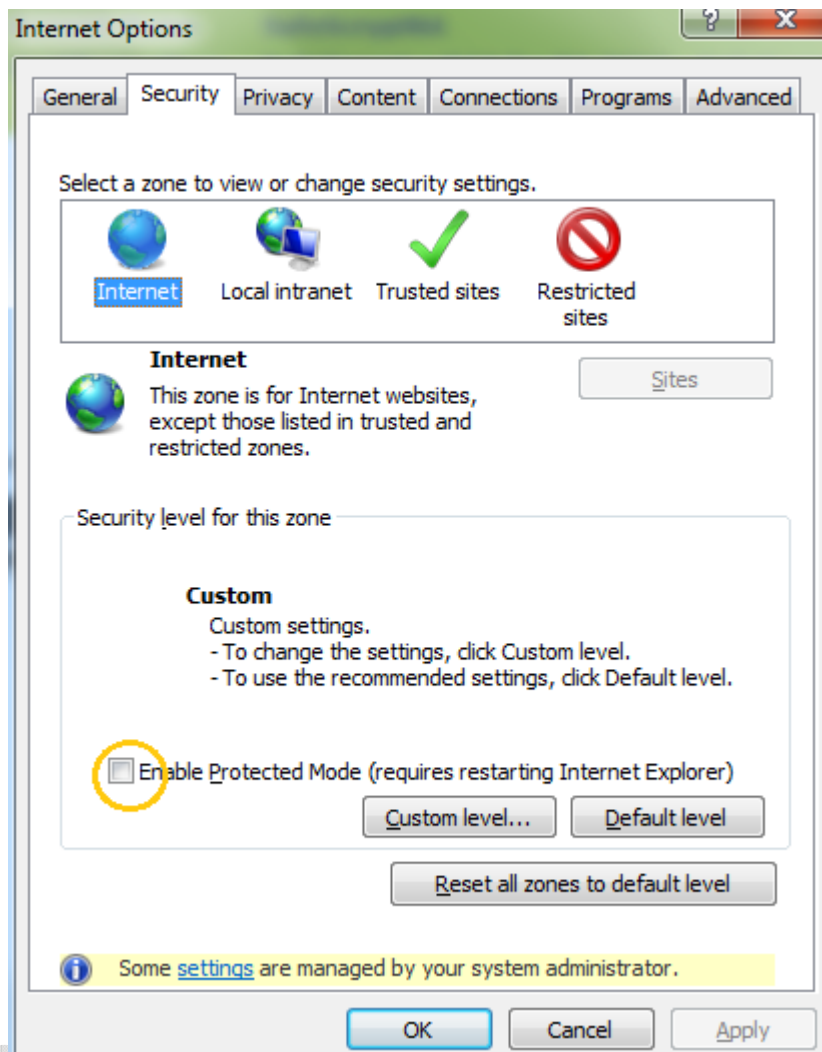
Under Security Settings:

- Tick: Use SSL 3.0
- Un tick: Use SSL 2.0
- Un tick: Use TLS 1.0

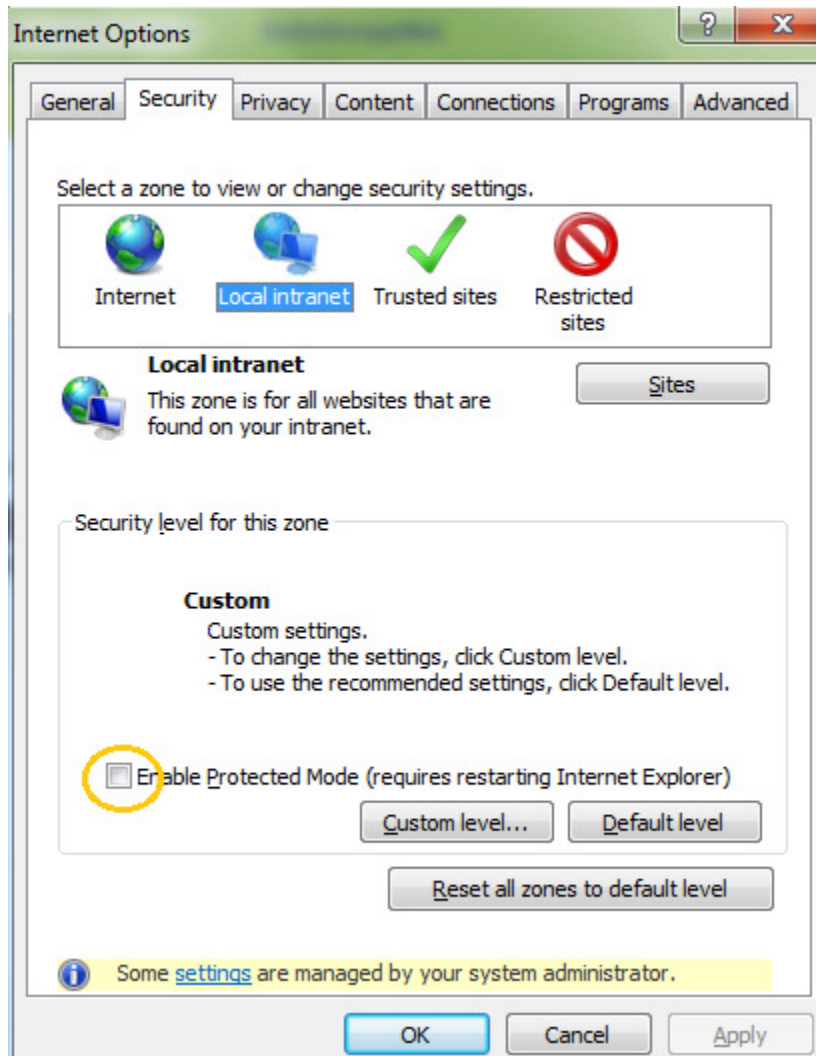
Step 4

If the operating system is Windows VISTA or Windows 7 or Windows 8, perform the following settings

Tools → Internet Options → Security Tab → Click on **Internet** → Un tick Enable Protected Mode Option



Tools → Internet Options → Security Tab → Click on **Local Intranet** → Un tick Enable Protected Mode Option



IMPORTANT NOTICE:

→ After these Settings are done; it will Display on the Internet Explorer: Your Current Security Settings Put Your Computer at Risk – PLEASE IGNORE THIS MESSAGE – DO NOT CLICK IT if it ask to fix the settings

→When You Log On to the Website for the First Time, It Will Display Yellow Bar on IE asking to enable Add On. Right Click on the same and allow to Install & Run all Add On

COMMON ERROR AT ENROLLMENT & ERA SERVER

While Enrollment it shows Error: “THE DN DETAILS ARE ALREADY PRESENT”

- You have already enrolled the DSC for the Applicant
- There are Lot Many DSC Downloaded in your Browser – Please Take a Back Up of the same and Remove the DSC not required
- If you have put REGISTRATION NUMBER make sure it doesn't have SPACE at beginning or End

While Enrollment it shows Error: “INVALID REGISTRATION NUMBER”

- Check if you have already used the Registration Number
- Check if the Registration Number is of the same policy Class of Which the Enrollment is made

ERA Server is Not Opening

- You have probably not installed the RA Login Certificate
- Your Enrollment Link is Open – In that case close your Browser and Re Start. Open the ERA Server Link First

Top Up Done in Account but Not Reflecting:

- Delete Cookies: Ctrl + F5
- Close the ERA Server and Restart Again

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