



e-Office DSC Signing Troubleshooting Guide (Moradabad Division – Q&A Format)

Prepared By Girish Tiwari /Senior Engineer /IT/ Moradabad Division

Version: 1.01

Last Updated: 29 January 2026

1. No Signing Options Available

Question: After recent updates, why don't I see DSC or e-Signer options in e-Office?

Answer:

This is due to **missing role assignment or DSC registration.**

Solution:

1. **Contact e-Office Admin** and share:
 - PF Number
 - Name
 - e-Office Post
 - Gov.in ID
2. **Role Assignment:**
 - For **e-Signer** → Admin must assign **ROLE_ESIGNER** to your **POST/Gov.in ID**
 - For **DSC** → No role needed; **user must register DSC manually**
3. **For DSC Users:**
 - Install **DSC Signer Service 4.1.8**
 - Ensure service is running & Check Live is working fine
 - Register DSC in e-Office

2. Only "E-Sign and Send" Option Visible

Q: Why do I see only E-Sign and Send, not DSC Sign and Send?

A: Because **DSC is not registered**, but **E-Signer role is assigned.**

Fix:

1. Ensure **DSC Signer 4.1.8** is installed & running
2. Open e-Office → Efile >> DSC
3. Complete **DSC Registration**
4. Plug in **Digital Key (USB Token)**
5. Re-login and retry

3. Installation of DSC Signer Service 4.1.8

Question: How do I install DSC Signer Service for Railway e-Office?

Answer: Follow these **official and tested steps**.

Download Links (Official NR Moradabad):

- https://nr.indianrailways.gov.in/view_section.jsp?lang=0&id=0,5,317,1668
- <https://tinyurl.com/dscman>

Installation Steps:

1. Download **"DSC Signer Services for Windows – Version 4.1.8"** (ZIP)
2. **Extract Zip file**
Right-click installer 4.1.8 → **Run as Administrator**
3. Allow:
 - Java security prompts
 - Firewall access
4. Complete installation (and run and administrator)

Service Test:

Open browser (Firefox recommended): (**Check Live Test URL**) ON NR WEBSITE

- <https://eoffsigner.eoffice.gov.in:55101/check/isLive>
- (allow any security prompt when comes)

 Page should show **Service is Live**

IF NOT CONTACT Level 1 AMC support or Eoffice Admin OR

DIRECT E-OFFICE SUPPORT -040-27788213 / 040-27788010

System Recommendations:

- Use **Mozilla Firefox** as recommended browser for Eoffice work
- Uninstall **free McAfee**
- Use **7 Zip software (Totally free)** instead of Winrar or Winzip (paid with with ads) **due port issue conflict with DSC Signer Services.**
- Use **licensed antivirus only**

4. Mandatory Post-Registration Settings

Q: I registered DSC, but signing still fails or button does not comes . What next?

A: You must complete **DSC Preferences & Hosts configuration**.

Steps:

1. Go to:
File Management System → Settings → Preferences → DSC Settings
2. Select **"Signing"** radio button
5. Click **Save**
6. Save and relogin to Eoffice system.

5. DSC Configuration Error While Signing

Q: I get DSC configuration errors after clicking “DSC Sign and Send.” Why?

A: Common causes include:

- Improper DSC registration
- Java not installed / corrupted
- DSC Signer Service not running

Resolution Steps:

1. Re-register DSC:
e-Office → Register for Signing → DSC Registration
2. Ensure **Java (64-bit)** is installed
3. Restart **DSC Signer Service** (desktop icon)
4. Confirm ports **55100 / 55101** are running with check live (**Check Live Test URL**) ON NR WEBSITE
5. Re-test service URL

6. Repeated Login or Signing Prompt

Q: Why does e-Office ask for DSC login/signing every time?

A:

DSC Preferences are not set correctly.

Fix:

1. Go to:
E-File → Settings → Preferences → DSC Settings
2. Select **Signing**
3. Click **Save**
4. Logout and login again

General Settings

Max # of records/page

Note AutoSave Duration(In Sec)

Alert Settings

☐ Email ☐ SMS ☒ Both ☐ None Enter Email Enter Phone Number

List View Settings

Mode

Scope

Font Settings

Font Size

DSC Settings

☐ Authentication ☒ Signing ☐ Both

Editor Setting

☐ Noting Expanded View ☐ Draft Expanded View

Correspondence View Settings

Correspondence View Type

Notify For Blank Noting

☒ Yes ☐ No

Notification on Login

☒ Yes ☐ No

7. Port 55101 Already in Use Error

Q: Installation fails with “Port 55101 is used by another process.”

A:

This is usually caused by **conflicting software**.

Common Conflicts:

- WinZip / WinRAR
- Free McAfee Antivirus
- Old signer services

Steps to Resolve:

1. Open **Command Prompt (Run as Admin)**

netstat -ano | find "55101"

2. Note the **PID**

3. Kill process:

taskkill /f /pid <PID>

4. Uninstall conflicting software
5. Reboot system
6. Reinstall DSC Signer 4.1.8
7. Test service URL again (**Check Live Test URL**) ON NR WEBSITE

8. Unable to login and getting below issue/error even after DSC is register and working fine



Need to deactivate or reactivate DSC or use point 4

Steps to Deactivate and Re-register DSC in e-Office

Contact E-Office admin - Login using your Admin ID.

Go to e-File → Settings → Deactivate DSC.

In Search by User Name, search the concerned user.

Deactivate the user's DSC.

Now the user will be able to login successfully.

Re-register the DSC.

While registering, ensure the preference is set to “Signing only” at user login after DSC is register successfully.

 **For unresolved major issues** even after following above
(Java, environment variables, hosts file, port issues)

DIRECT E-OFFICE SUPPORT -040-27788213 / 040-27788010 OR

 **Contact Moradabad Division e-Office Admin / EDP Cell**

e-Office DSC Signing Troubleshooting Guide
(Moradabad Division – प्रश्न-उत्तर प्रारूप)

1. Signing Options दिखाई नहीं दे रहे

प्रश्न: हाल के updates के बाद e-Office में DSC या e-Signer option क्यों नहीं दिख रहा?

उत्तर: यह समस्या आमतौर पर Role Assignment या DSC Registration न होने के कारण आती है।

समाधान:

1. **e-Office Admin से संपर्क करें और निम्न जानकारी साझा करें:**
 - PF Number
 - Name
 - e-Office Post
 - Gov.in ID
2. **Role Assignment:**
 - **e-Signer के लिए** → Admin द्वारा आपके **POST / Gov.in ID** पर **ROLE_ESIGNER** assign किया जाना आवश्यक है
 - **DSC के लिए** → किसी role की आवश्यकता नहीं है; **DSC user स्वयं register करता है**
3. **DSC Users के लिए:**
 - **DSC Signer Service 4.1.8** install करें
 - Service running हो और **Check Live** सही से working हो
 - e-Office में **DSC Registration** करें

2. केवल “E-Sign and Send” Option दिखाई दे रहा है

प्रश्न: मुझे केवल E-Sign and Send दिख रहा है, DSC Sign and Send क्यों नहीं?

उत्तर: क्योंकि DSC register नहीं है, जबकि E-Signer role assign है।

समाधान:

1. सुनिश्चित करें कि **DSC Signer 4.1.8** installed और running है
2. e-Office खोलें → **Efile** → **DSC**
3. **DSC Registration** पूर्ण करें
4. **Digital Key (USB Token)** लगाएँ
5. Logout करके पुनः login करें और retry करें

3. DSC Signer Service 4.1.8 Installation

प्रश्न: Railway e-Office के लिए DSC Signer Service 4.1.8 कैसे install करें?

उत्तर: नीचे दिए गए official और tested steps follow करें।

Download Links (Official NR Moradabad):

- https://nr.indianrailways.gov.in/view_section.jsp?lang=0&id=0,5,317,1668
- <https://tinyurl.com/dscman>

Installation Steps:

1. "DSC Signer Services for Windows – Version 4.1.8" (ZIP) download करें
2. ZIP file extract करें
 - Installer पर right-click → **Run as Administrator**
3. Allow करें:
 - Java security prompts
 - Firewall access
4. Installation complete करें (installer को administrator के रूप में run करें)

Service Test:

Firefox browser में खोलें:

- <https://eoffsigner.eoffice.gov.in:55101/check/isLive>
- (Security prompt आए तो allow करें)

 Page पर **Service is Live** दिखना चाहिए

यदि service live नहीं है, तो संपर्क करें:

- **Level-1 AMC Support / e-Office Admin** या
- **DIRECT e-Office Support:**
 040-27788213 / 040-27788010

System Recommendations:

- e-Office कार्य हेतु **Mozilla Firefox** browser का उपयोग करें
- **Free McAfee** uninstall करें
- **7-Zip (free)** software का उपयोग करें
(WinRAR / WinZip से port conflict की समस्या आती है)
- केवल **Licensed Antivirus** का उपयोग करें

4. Mandatory Post-Registration Settings

प्रश्न: DSC register करने के बाद भी signing fail हो रहा है या button नहीं आ रहा, अब क्या करें?

उत्तर: आपको **DSC Preferences** set करना आवश्यक है।

Steps:

1. जाएँ:
File Management System → Settings → Preferences → DSC Settings
 2. **“Signing”** radio button select करें
 3. **Save** पर click करें
 4. Logout करें और पुनः e-Office login करें
-

5. DSC Configuration Error While Signing

प्रश्न:

“DSC Sign and Send” पर click करने पर **DSC configuration error** क्यों आ रहा है?

उत्तर:

संभावित कारण:

- DSC Registration सही नहीं है
- Java install नहीं है या corrupted है
- DSC Signer Service running नहीं है

समाधान:

1. DSC दोबारा register करें:
e-Office → Register for Signing → DSC Registration
 2. सुनिश्चित करें कि **Java (64-bit)** installed है
 3. **DSC Signer Service** restart करें (desktop icon से)
 4. **Ports 55100 / 55101** check live से verify करें
 5. Service URL दोबारा test करें
-

6. बार-बार Login या Signing Prompt आना

प्रश्न: e-Office हर बार DSC login / signing क्यों पूछ रहा है?

उत्तर: DSC Preferences सही से set नहीं हैं।

समाधान:

1. जाएँ:
E-File → Settings → Preferences → DSC Settings
 2. **Signing** select करें
 3. **Save** करें
 4. Logout करके पुनः login करें
-

7. Port 55101 Already in Use Error

प्रश्न:

Installation के समय error आता है:

"Port 55101 is used by another process"

उत्तर:

यह समस्या **conflicting software** के कारण होती है।

Common Conflicts:

- WinZip / WinRAR
- Free McAfee Antivirus
- Old signer services

समाधान Steps:

1. **Command Prompt (Run as Admin)** खोलें:

`netstat -ano | find "55101"`

2. **PID** note करें

3. Process kill करें:

`taskkill /f /pid <PID>`

4. Conflicting software uninstall करें
5. System reboot करें
6. **DSC Signer 4.1.8** दोबारा install करें
7. Service URL test करें

8. DSC पंजीकृत और सही तरीके से कार्य कर रहा होने के बावजूद लॉगिन नहीं हो पा रहा है / नीचे दिया गया एरर आ रहा है



समाधान:

DSC को Deactivate कर पुनः Register करना आवश्यक है, अथवा Point 4 के अनुसार कार्य करें।

e-Office में DSC को Deactivate एवं Re-Register करने की प्रक्रिया

1. e-Office Admin से संपर्क करें और Admin ID से लॉगिन करें।
2. e-File → Settings → Deactivate DSC पर जाएँ।

3. **Search by User Name** में संबंधित यूज़र का नाम खोजें।
4. उस यूज़र की **DSC Deactivate** करें।
5. अब यूज़र सामान्य रूप से **लॉगिन कर सकेगा**।
6. लॉगिन के बाद यूज़र की **DSC पुनः Register** करें।
7. DSC रजिस्ट्रेशन के समय यह सुनिश्चित करें कि

Preference = "Signing only"

(यूज़र लॉगिन के समय) पर सेट हो।

इस प्रक्रिया के बाद सामान्यतः लॉगिन समस्या का समाधान हो जाता है।

महत्वपूर्ण सूचना

📌 यदि ऊपर बताए गए steps के बाद भी समस्या बनी रहती है
(Java, environment variables, hosts file, port issues):

👉 **DIRECT e-Office Support:**

☎ 040-27788213 / 040-27788010

या

👉 **Moradabad Division e-Office Admin / EDP Cell** से संपर्क करें