

# XT- AATMANIRBHAR

## TROUBLESHOOTING GUIDE

Version -1.1.3 | Release Date - March 2023



**India की अपनी Certifying Authority**

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**DIGITAL SIGNATURE  
CERTIFICATE DOWNLOAD  
FROM UTILITY SOFTWARE**

**Query**

**How can I download my DSC from  
Utility Software.**

**Step 1.** Download and Install XT Download Click Here.

**Step 2.** Enter “Application id” and “challenge code”.

**Step 3.** Click “Load DSC”

**Step 4.** Click “Download”.

**Step 5.** Click “Yes”.

**Step 6.** Select Token and click “Submit”.

**Step 7.** Certificate downloading process in progress, Please wait till you get confirmation.

**Step 8.** Certificate download successfully. Click “Ok”.

**Step 9.** XT Download Provides Two options to download the encryption certificate.

**Step 10.** Select any one.

**Step 11.** Set New Password and click “Submit”.

**Step 12.** Certificate downloading process in progress, Please wait till you get confirmation.

**Step 13.** If selected: .PFX:- Your encryption certificate was downloaded Successfully and saved in Local System Click “Ok”  
(Folder Path will display with success message)

**Step 14.** If Selected: Crypto Token:- Your encryption certificate download successfully, Imported to the token Click “Ok”.

**PTO for step-wise Screenshots of above →**



**Application Id**

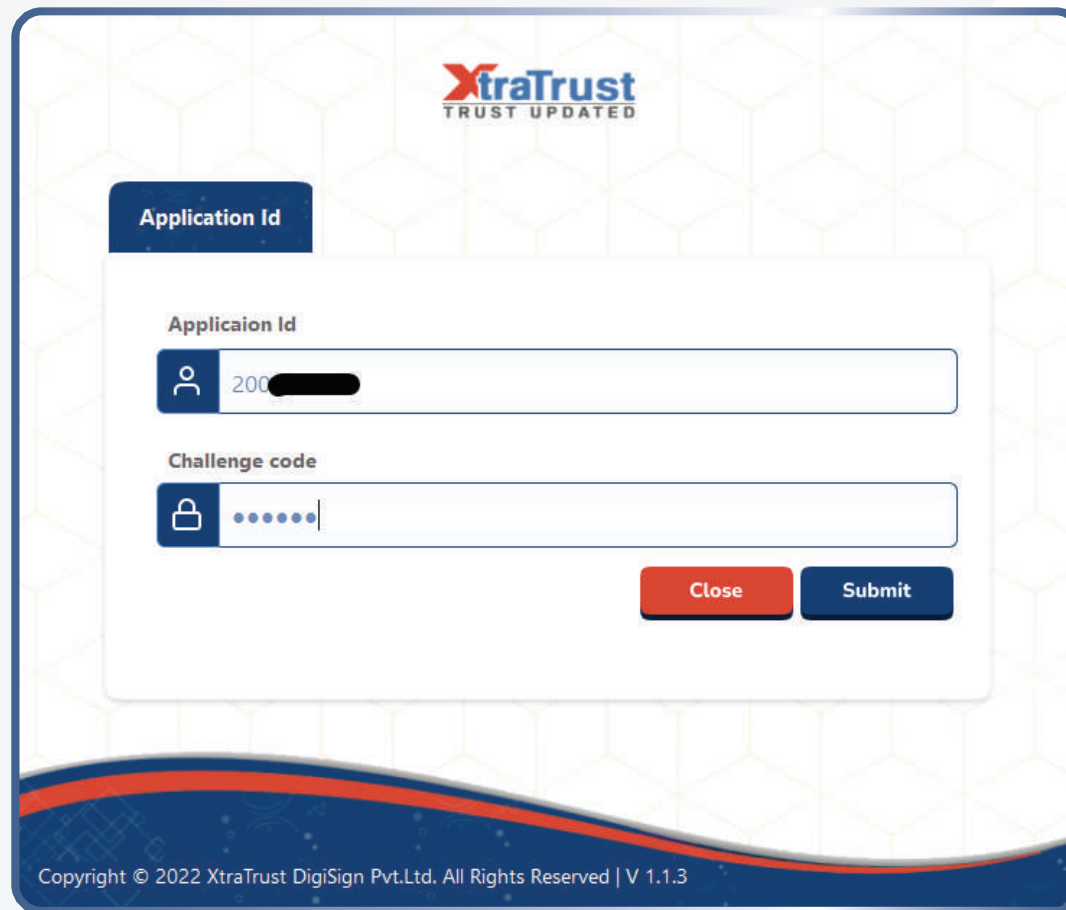
Applicaion Id

Challenge code

Close Submit

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**Step 1.**  
Download and  
Install XT Download  
Click Here

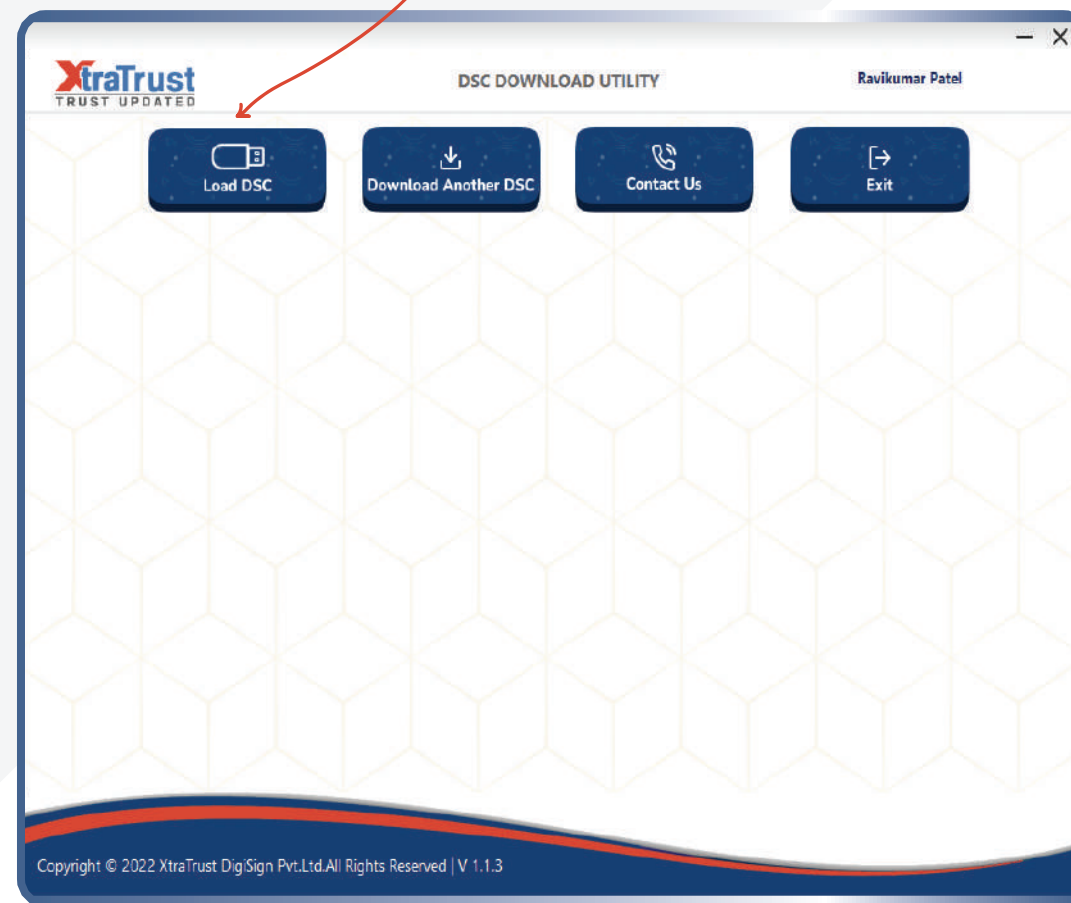


The image shows a screenshot of the XtraTrust application interface. At the top, the XtraTrust logo and 'TRUST UPDATED' text are visible. Below this, a modal window titled 'Application Id' is displayed. Inside the modal, there are two input fields: 'Applicaion Id' (note the typo) and 'Challenge code'. The 'Applicaion Id' field contains the text '200' followed by a blacked-out portion. The 'Challenge code' field contains six dots followed by a cursor. At the bottom right of the modal are two buttons: 'Close' and 'Submit'. The background of the application window has a light yellow hexagonal pattern. At the bottom of the window, a footer contains the text: 'Copyright © 2022 XtraTrust DigiSign Pvt.Ltd. All Rights Reserved | V 1.1.3'.

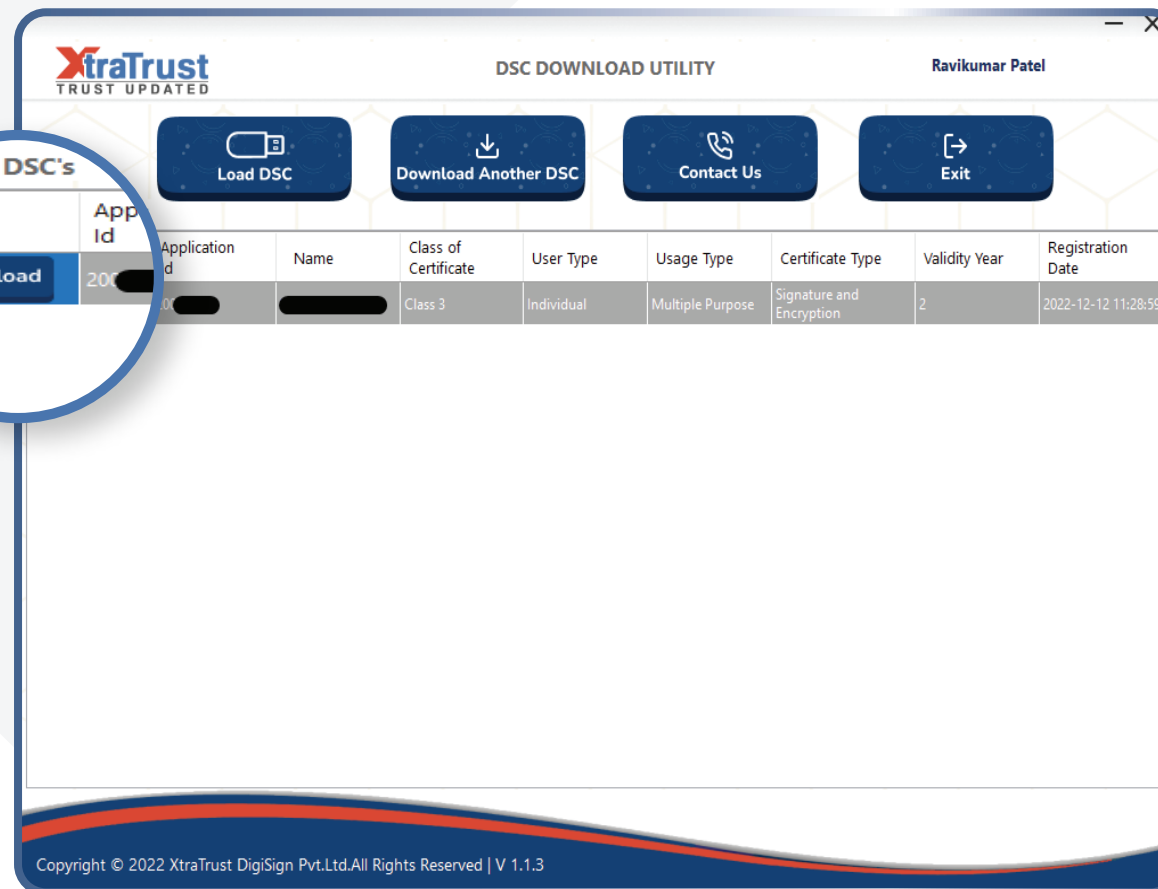
**Step 2.**  
Enter “Application id” and  
“challenge code”.

**XtraTips:** You can get a challenge  
code from your registered  
mail/Mobile SMS.

**Step 3.**  
Click “Load DSC”



**Step 4.**  
Click “Download”



**XtraTrust**  
TRUST UPDATED

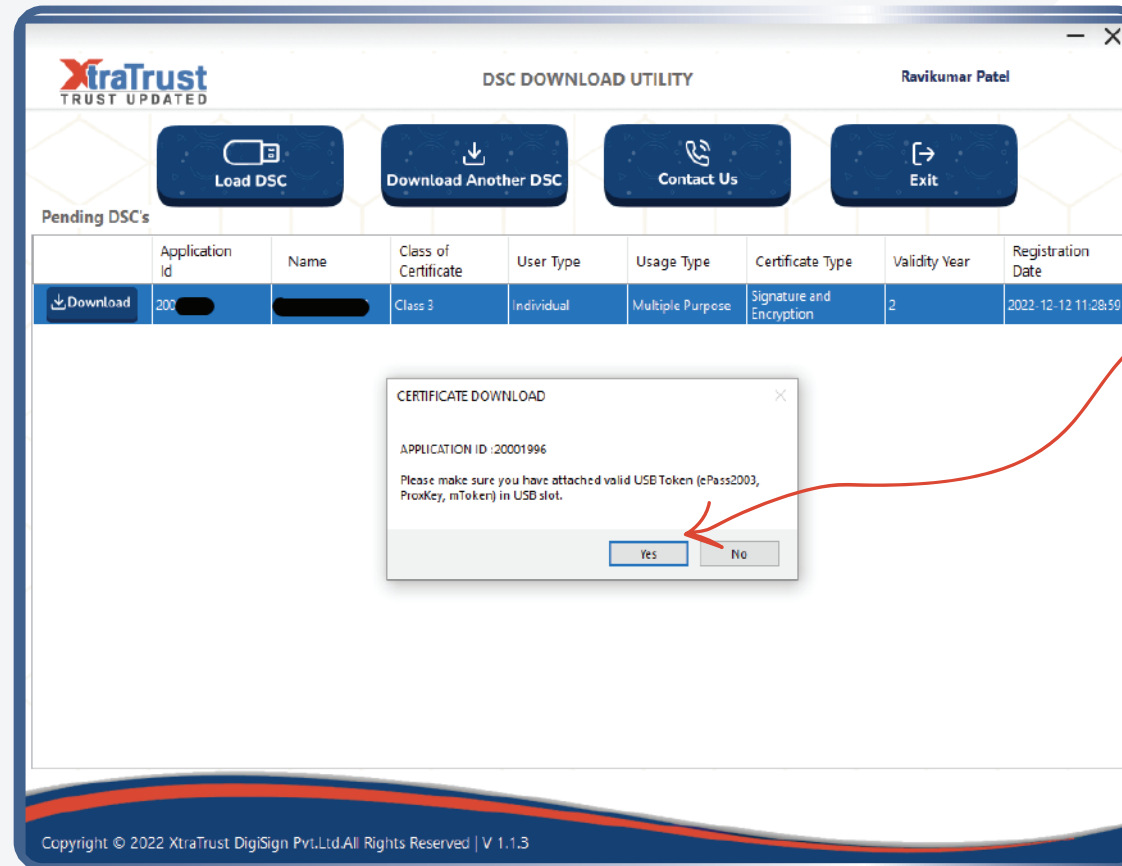
DSC DOWNLOAD UTILITY

Ravikumar Patel

Load DSC Download Another DSC Contact Us Exit

App Id	Application Id	Name	Class of Certificate	User Type	Usage Type	Certificate Type	Validity Year	Registration Date
200			Class 3	Individual	Multiple Purpose	Signature and Encryption	2	2022-12-12 11:28:59

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**Step 5.**  
Click “Yes”

**XtraTips:**

- 1) XtraTrust is allowing download certificates CCA Audit compliant tokens.
- 2) Ensure appropriate token drivers are installed in the system.
- 3) Ensure Token access is allowed from firewall/antivirus if any.



 **DSC DOWNLOAD UTILITY** Ravikumar Patel

Load DSC

Download Another DSC

Contact Us

Exit

Pending DSC's

	Application Id	Name	Class of Certificate	User Type	Usage Type	Certificate Type	Validity Year	Registration Date
<div>Download</div>	200 [REDACTED]	R					2	2022-12-12 11:28:59

CHOOSE YOUR TOKEN FOR DOWNLOAD

☒ ePass2003

☐ Proxkey

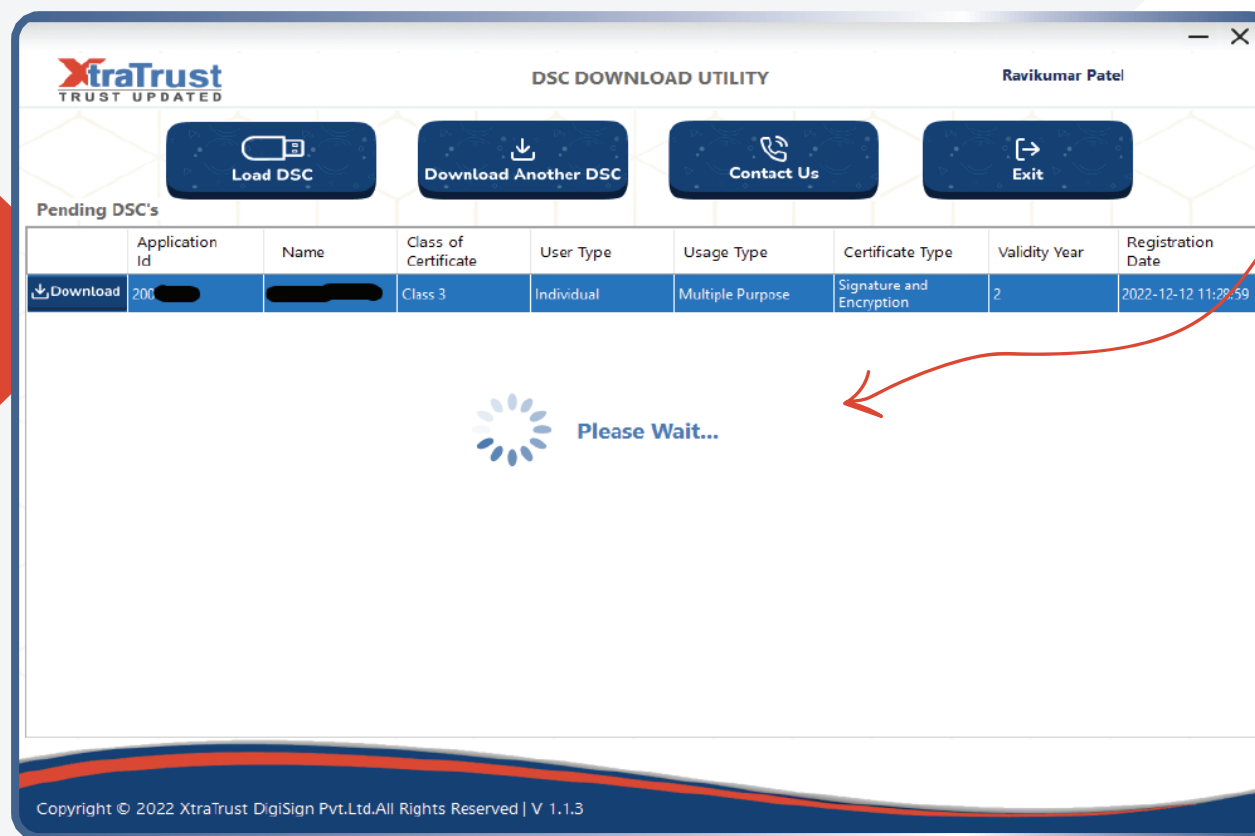
☐ mToken

Close

Submit

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**Step 6.**  
Select Token and  
click "Submit".

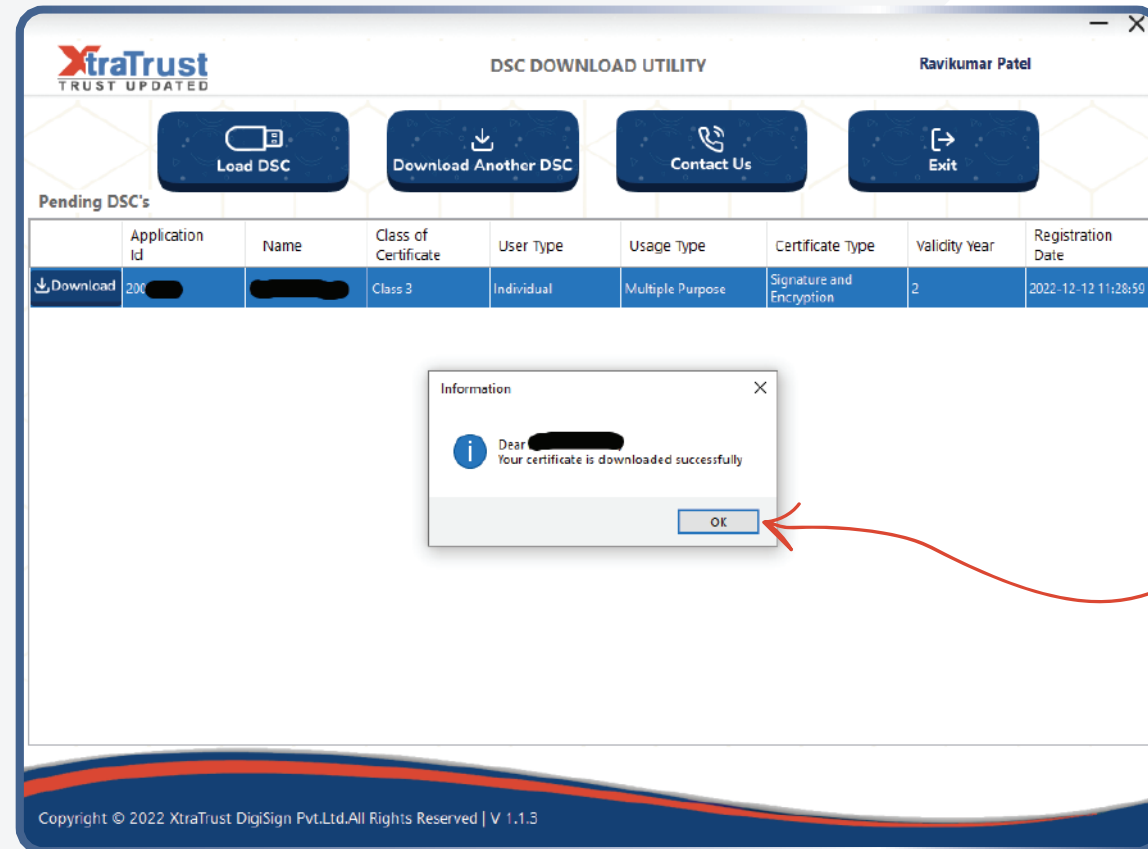


### Step 7.

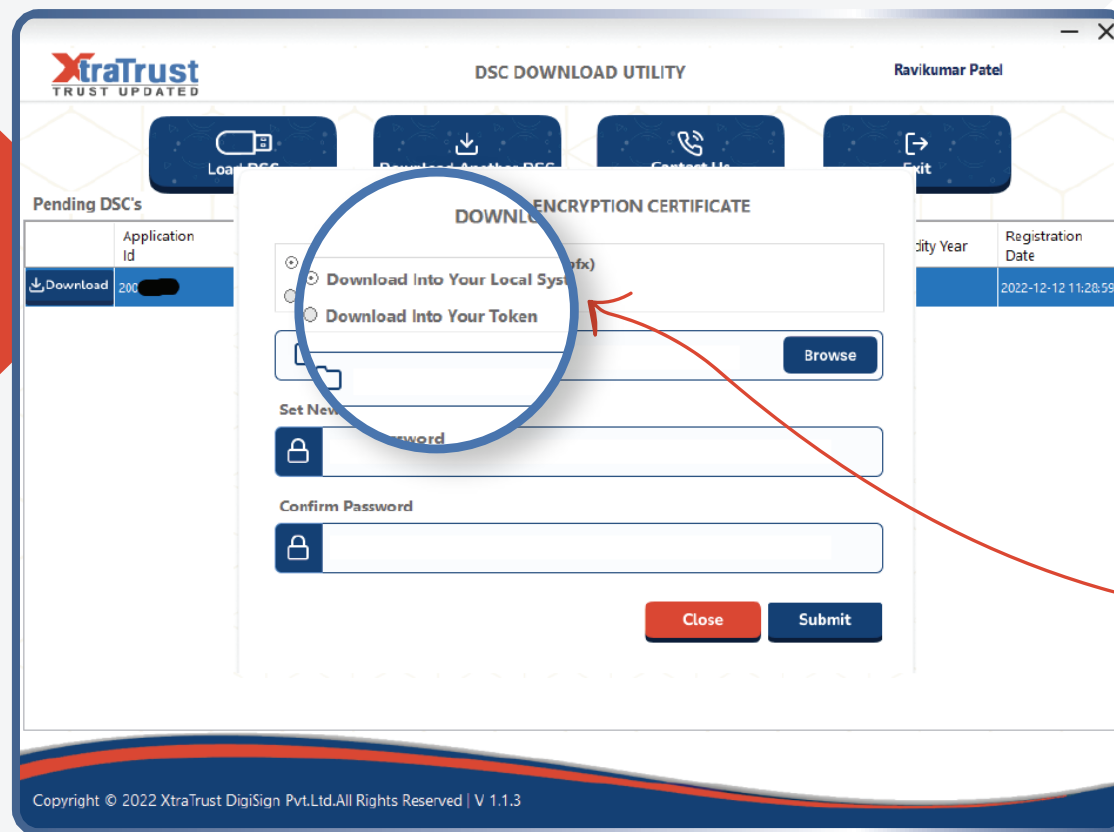
Certificate downloading process in progress, Please wait till you get confirmation.

### XtraTips:

- 1) Do not shut down the system
- 2) Do not remove the Token from the USB port
- 3) Ensure Internet connection bandwidth is appropriate.



**Step 8.**  
Certificate download  
successfully. Click "Ok".



In case you have applied for a Sign and encryption certificate, follow the following steps

**Step 9.**

XT Download Provides Two options to download the encryption certificate.

**Step 10.**

Select any one.

- 1) PFX, certificate download in local system.
- 2) Certificate download into the crypto token.

**XtraTrust**  
TRUST UPDATED

DSC DOWNLOAD UTILITY

Ravikumar Patel

Load DSC Download Another DSC Contact Us Exit

Pending DSC's

	Application Id
Download	20001996

Download Encryption Certificate

☐ Download Into Your Local System (.pfx)  
☒ Download Into Your Token

Set New Password

Confirm Password

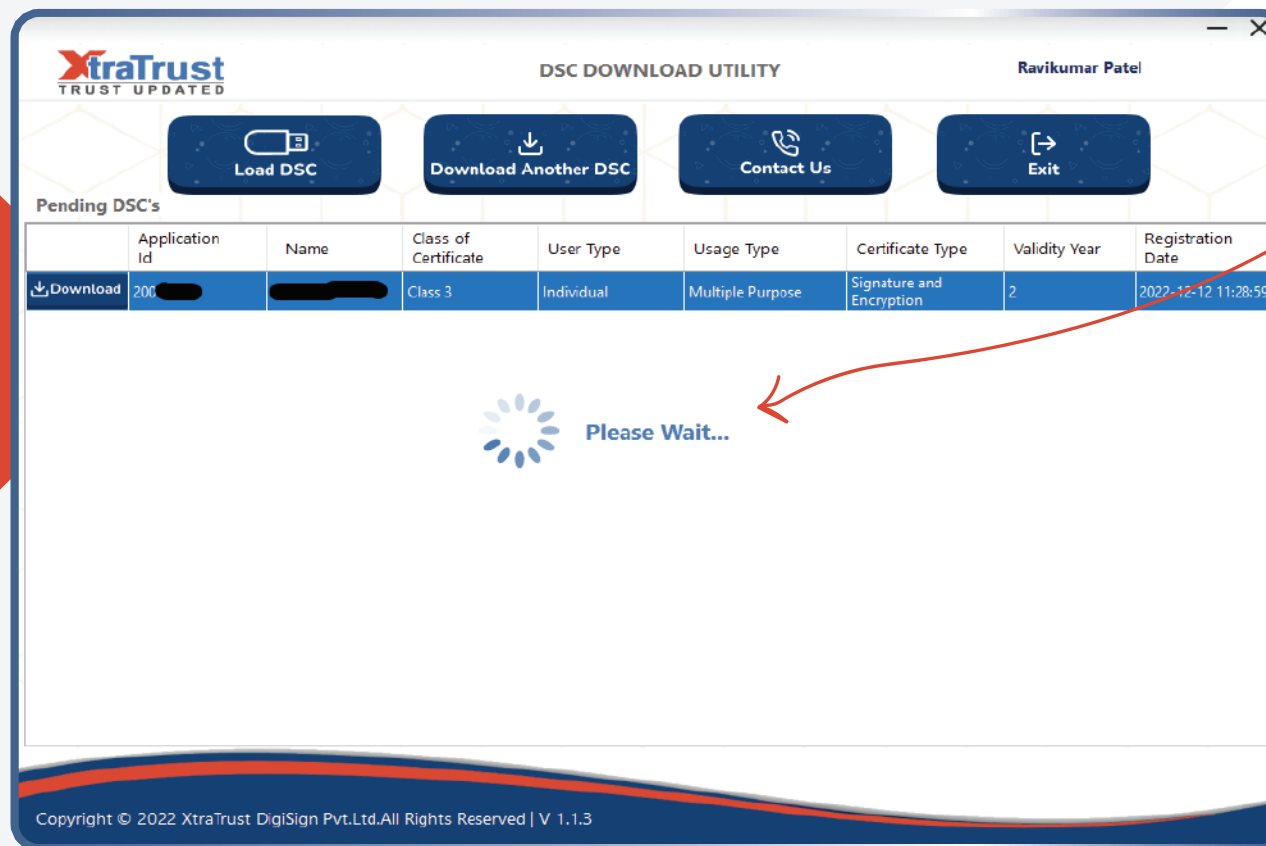
Close Submit

Validity Year Registration Date

	2022-12-12 11:28:59
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**Step 11.**  
Set New  
Password and  
click "Submit".

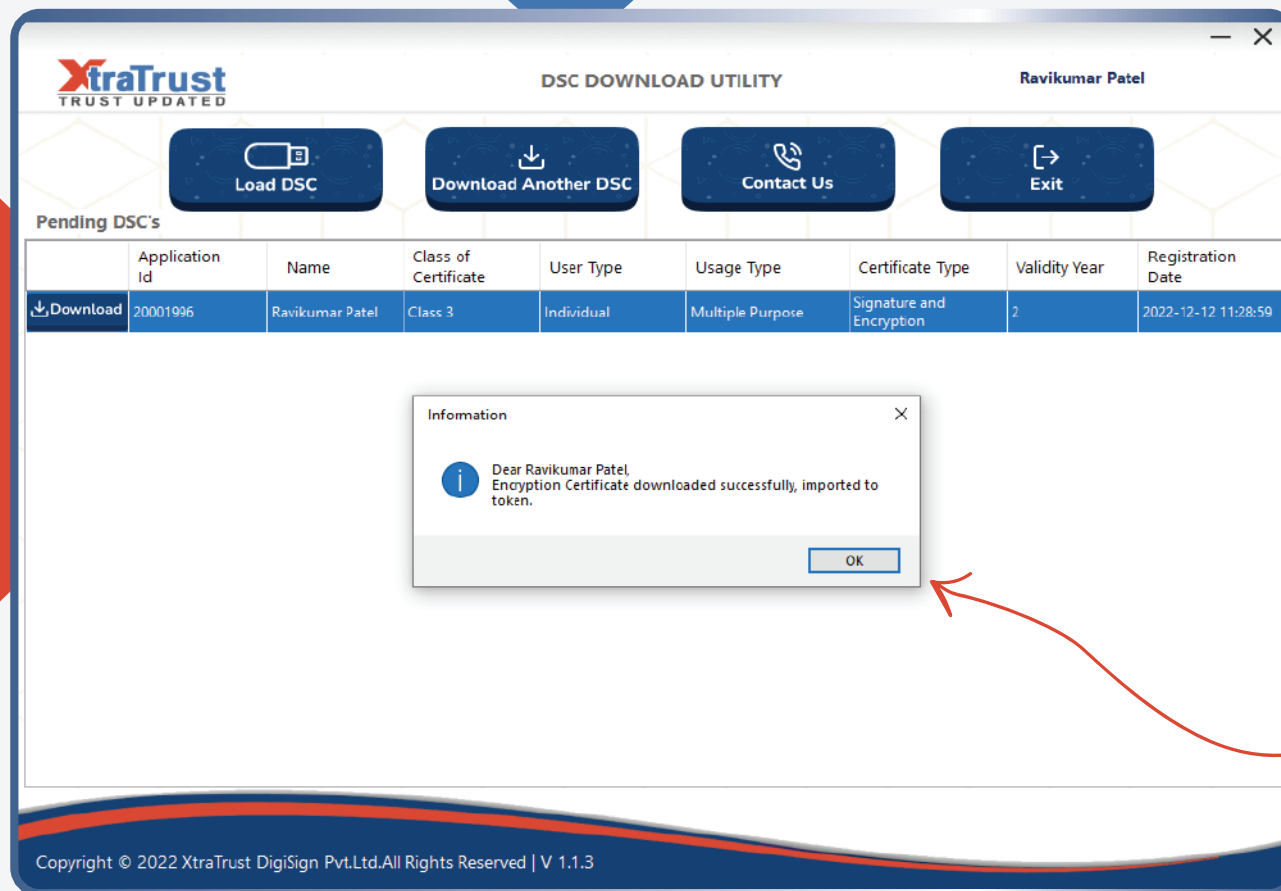


### Step 12.

Certificate downloading process in progress, Please wait till you get confirmation.

### XtraTips:

- 1) Do not shut down the system
- 2) Ensure Internet connection bandwidth is appropriate.
- 3) Do not remove the Token from the USB port (in case of Selected USB Token)

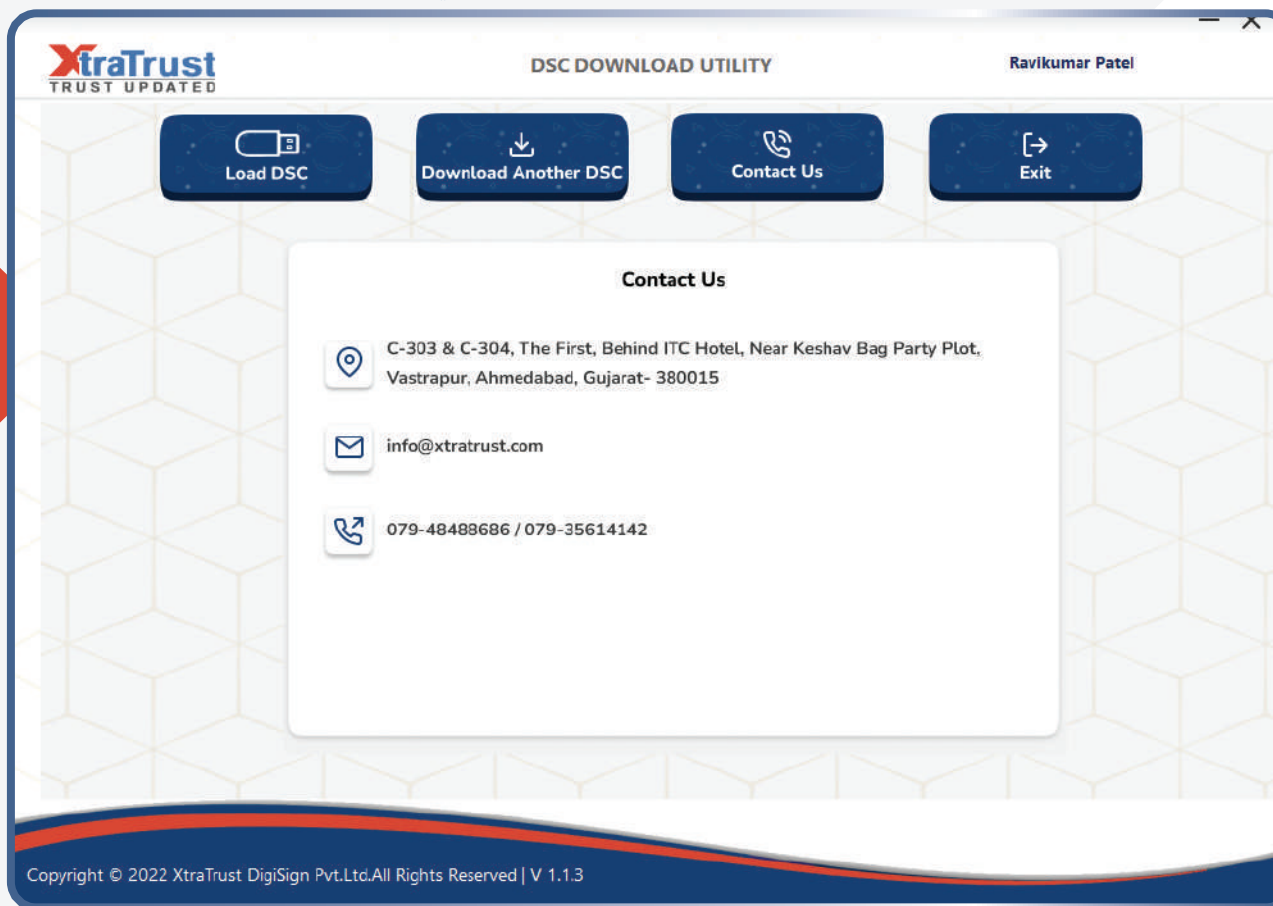


### Step 13.

If selected: .PFX:- Your encryption certificate was downloaded Successfully and saved in Local System Click "Ok" (Folder Path will display with success message)

### Step 14.

If Selected: Crypto Token:- Your encryption certificate download successfully, Imported to the token Click "Ok".



In case if you are having any difficulties, you can always reach us.





**XtraTrust DigiSign Pvt. Ltd.**

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