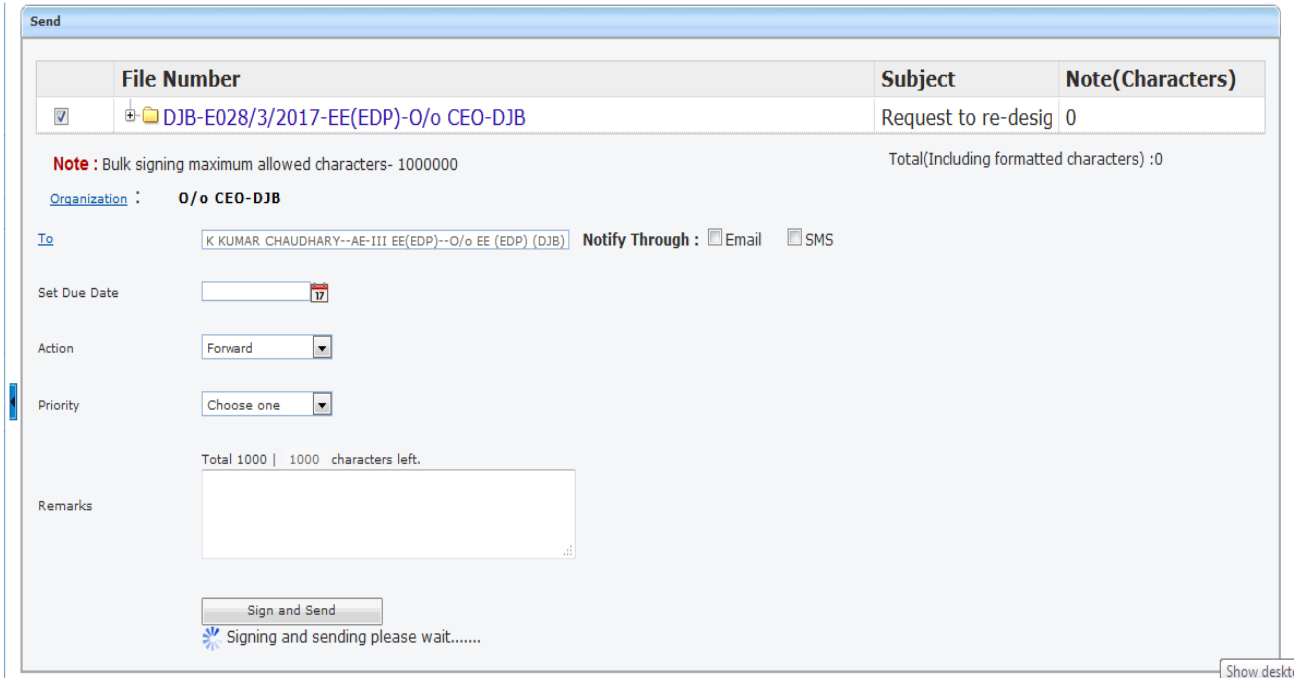


Standard Operating Procedure (SOP) To Address the Technical Issues in e-Office

Problem #1: File is not forwarded after clicking Sign and Send option from **Mozilla firefox** and keeps on displaying “*Signing and sending please wait*” with rotating wheel

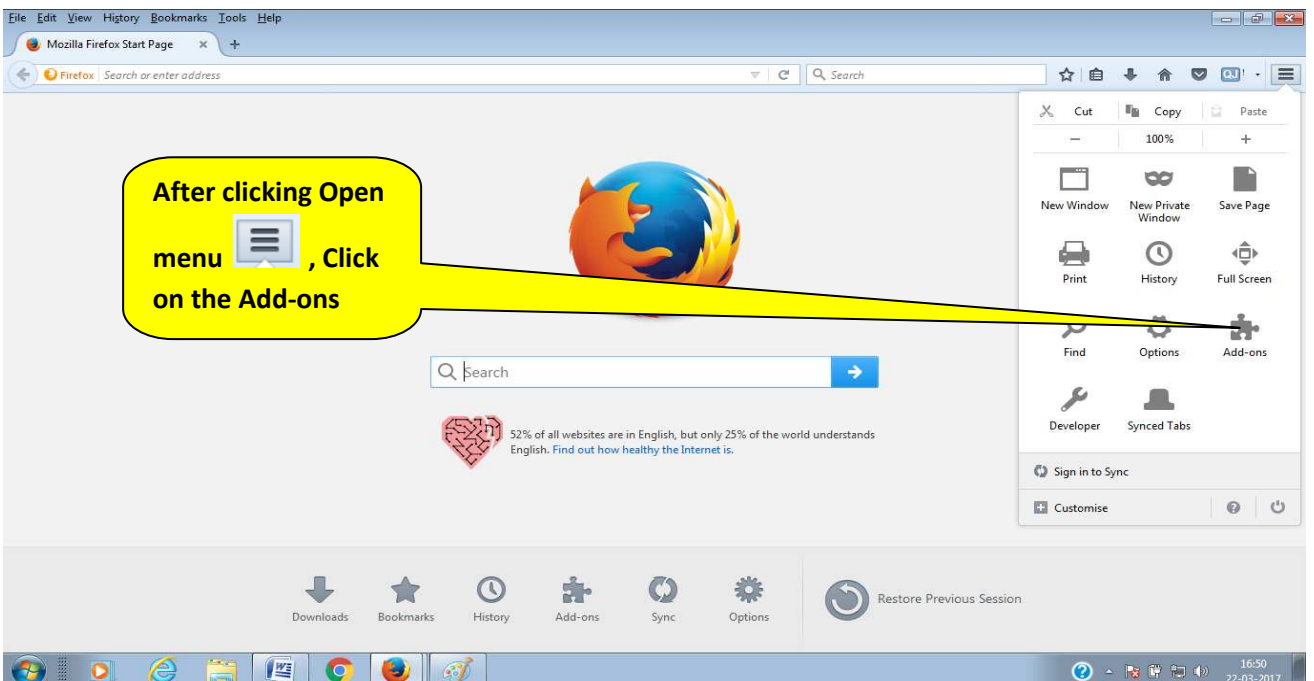


Resolution #1:

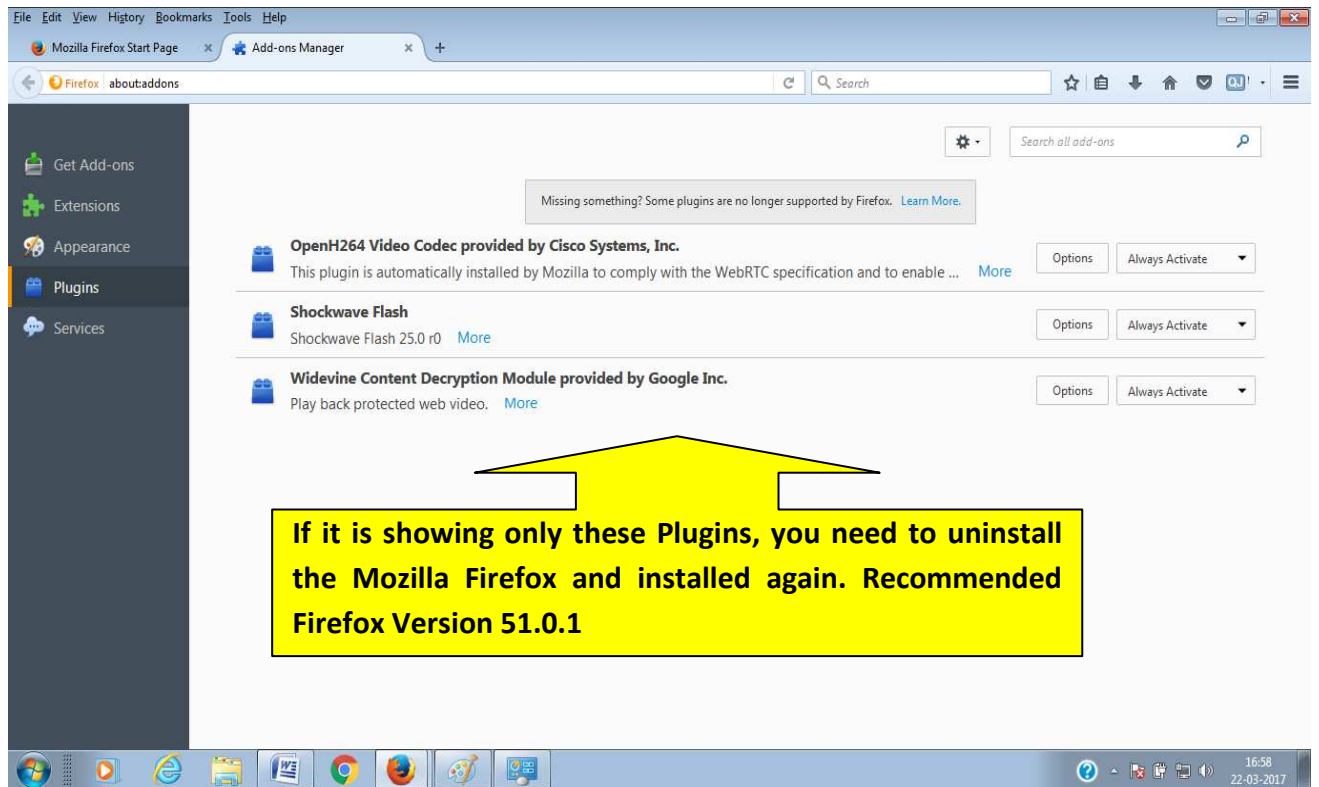
These are the steps which are required to mitigate the above said problem statement:

PART 1: Checking out issues related to Mozilla Firefox

Step 1: Check the Add-ons of Mozilla Firefox



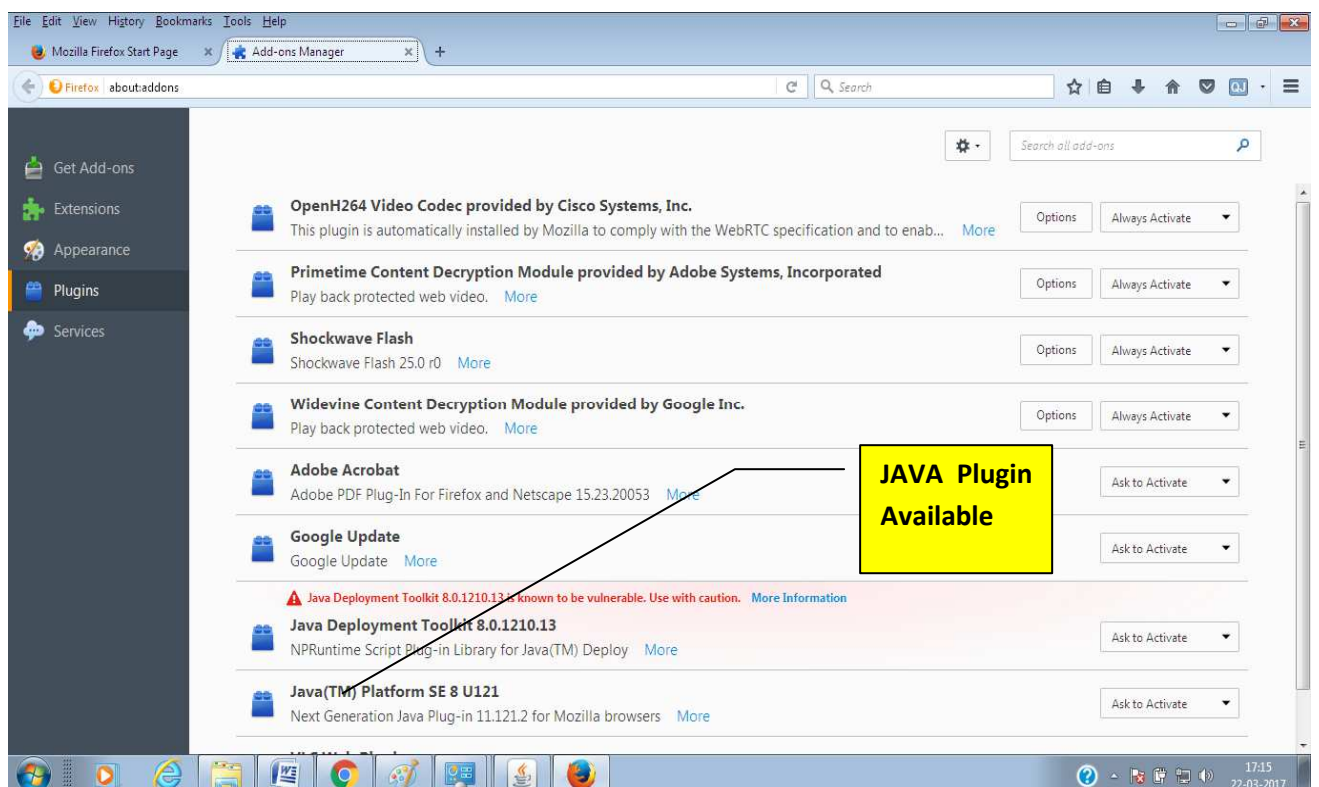
Step 2: Check the Plugins of Mozilla Firefox



Note: The Mozilla Firefox ver 51.0.1 may be downloaded from http://filehippo.com/download_firefox/73005/

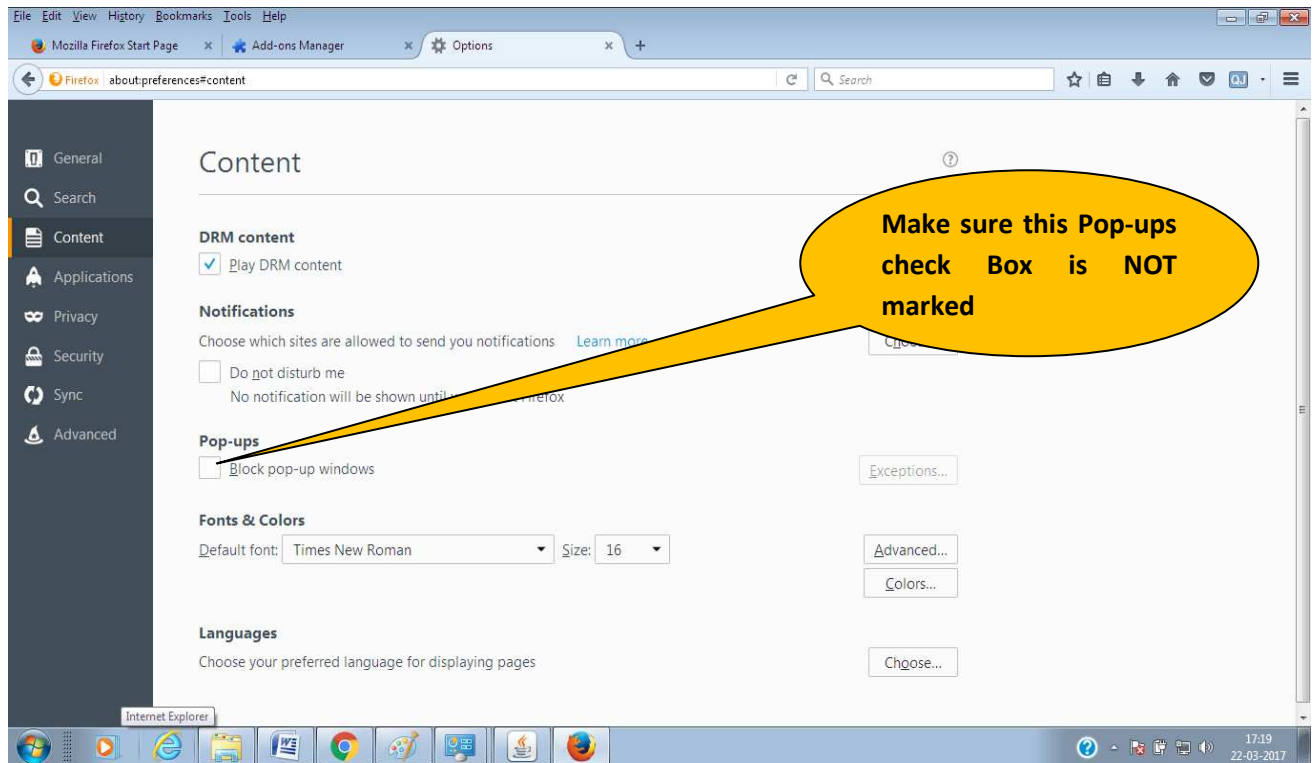
Please do not Update any other version of Mozilla Firefox

Step 3: Proper and corrected version of Mozilla Firefox has the following Plugins mentioned below with necessary Plugin of JAVA



4: Allow Pop ups in Mozilla Firefox

Open Menu → Options → Content

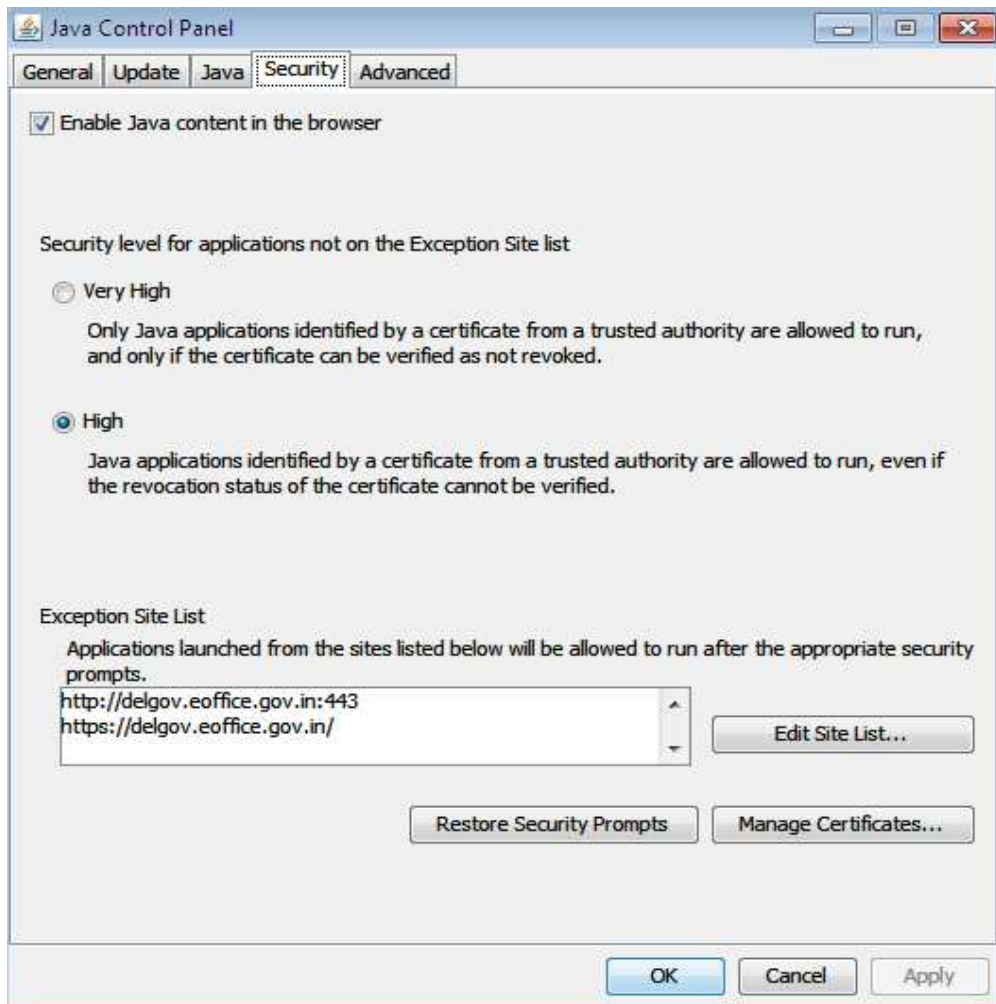


PART 2: Checking out JAVA Setting

Step 5: Proper Configuration of JAVA and addition of Exception Sites in Security Tab

- Java version should be latest. Till now latest available version of JAVA is 8u121 which can be downloaded from DJB Website under For Department at S.No. 25
- Irrespective of computer bit, JAVA shall be 32 Bit

Start → Configure Java → Security Tab



Note: The following sites should be added in Exception Site List:

- 1) <https://delgov.eoffice.gov.in/>
- 2) <http://delgov.eoffice.gov.in:443>

Also after installing JAVA kindly verify JAVA using the link

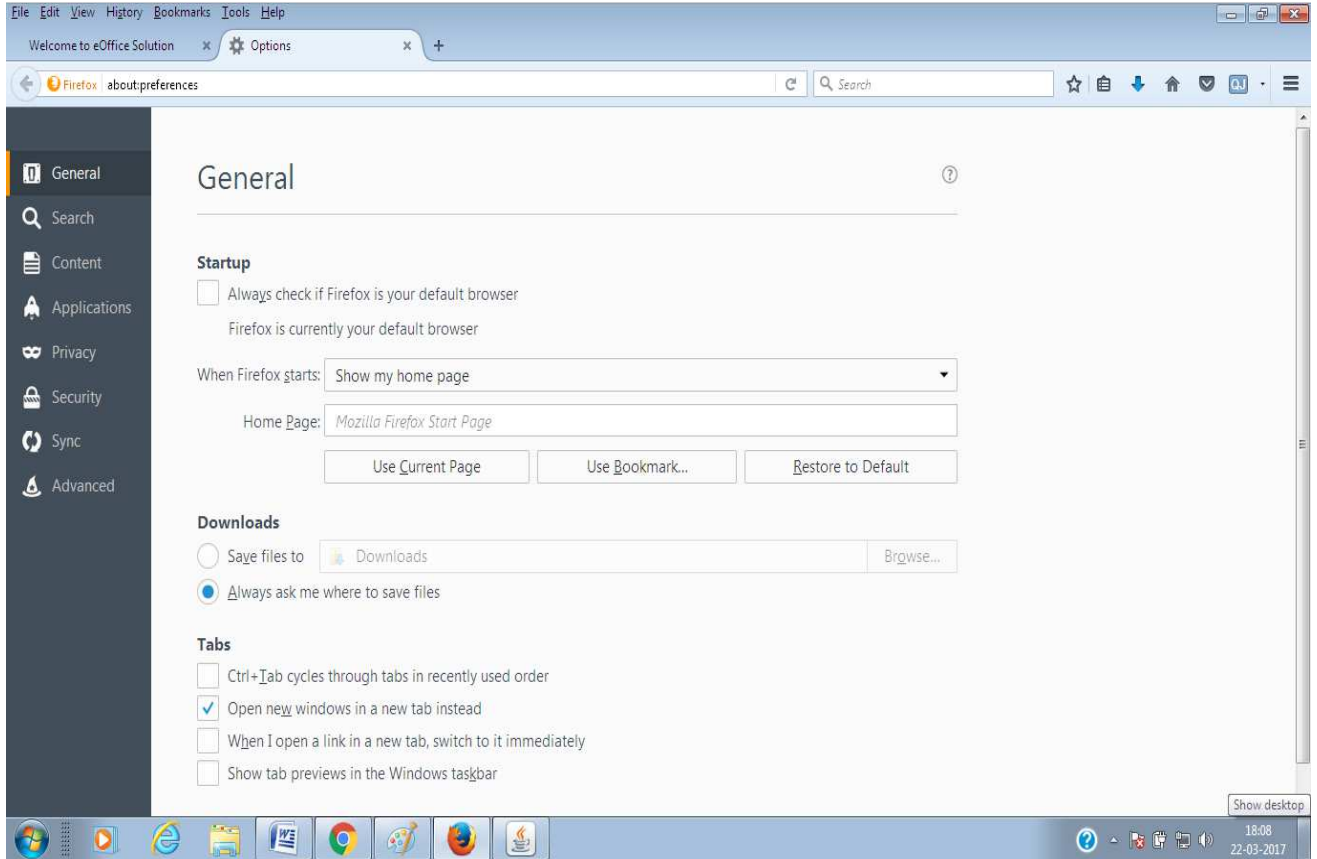
<https://www.java.com/verify/>

Problem #2: Noting Sheet is not displaying in e-Office

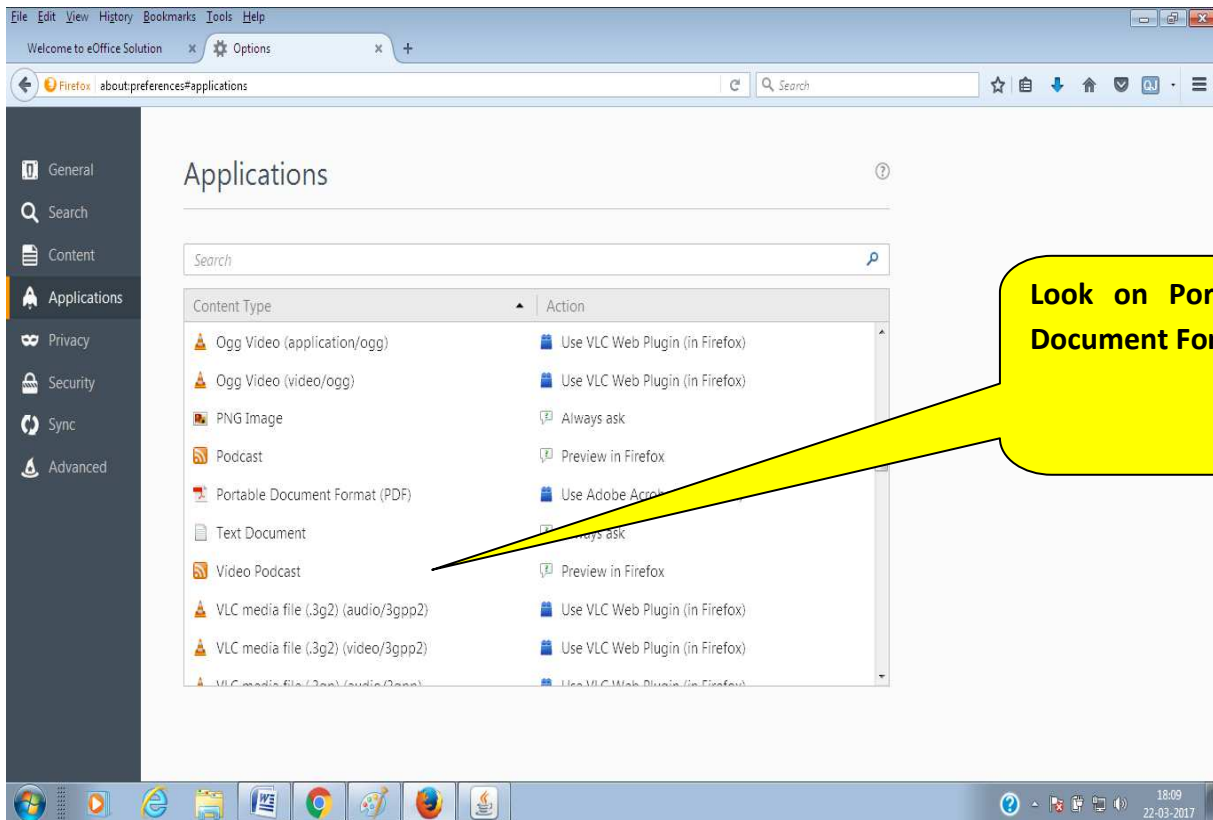
Resolution #2:

These are the steps which are required to mitigate the above said problem statement:

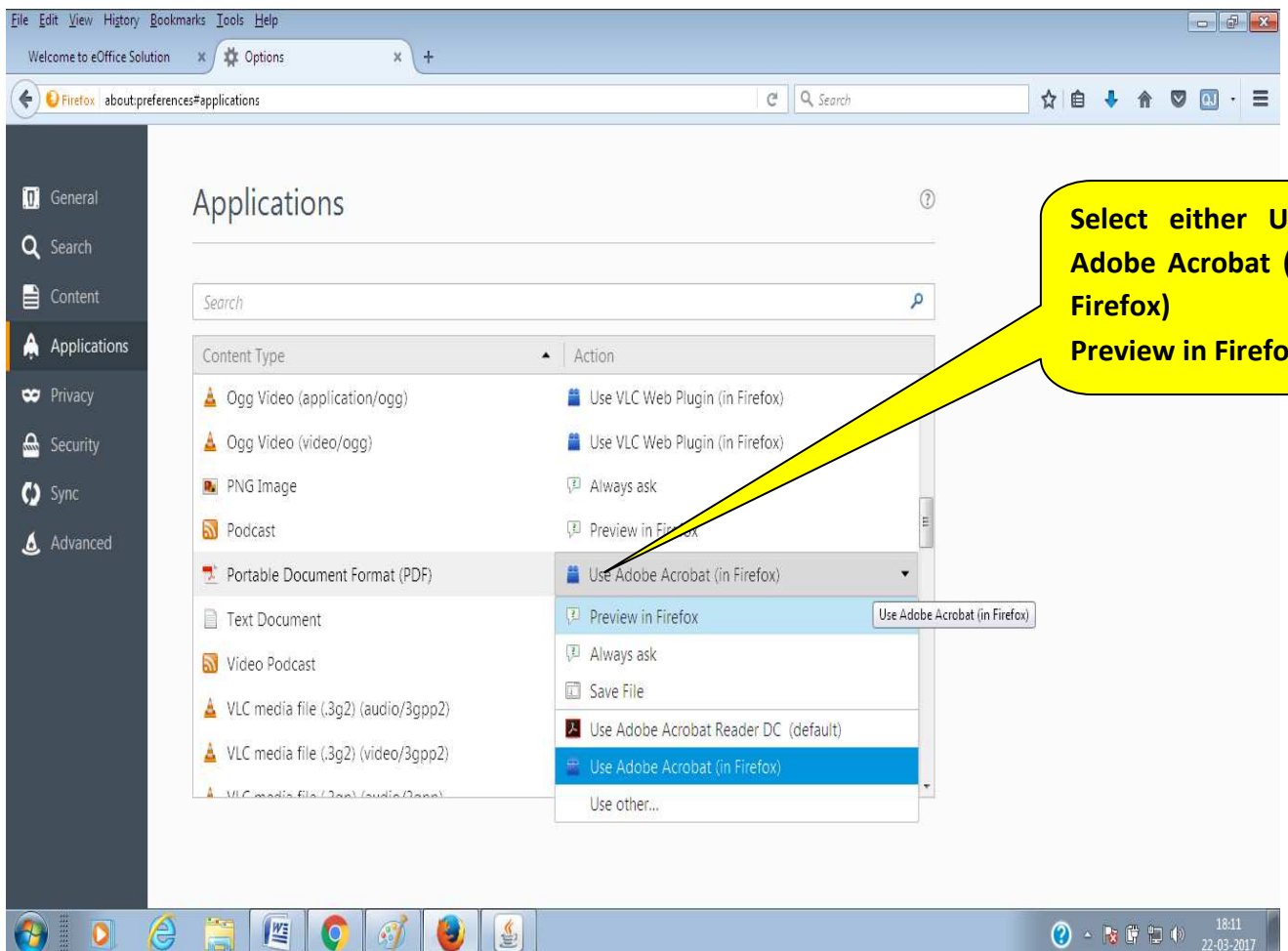
Step 1: Click on Open Menu



Step 2: Click on Applications



Step 3: Click on Portable Document Format (PDF)



Problem #3: File not sending from Chrome Browser

Resolution #3:

There are only two recommended browser for operating e-Office:

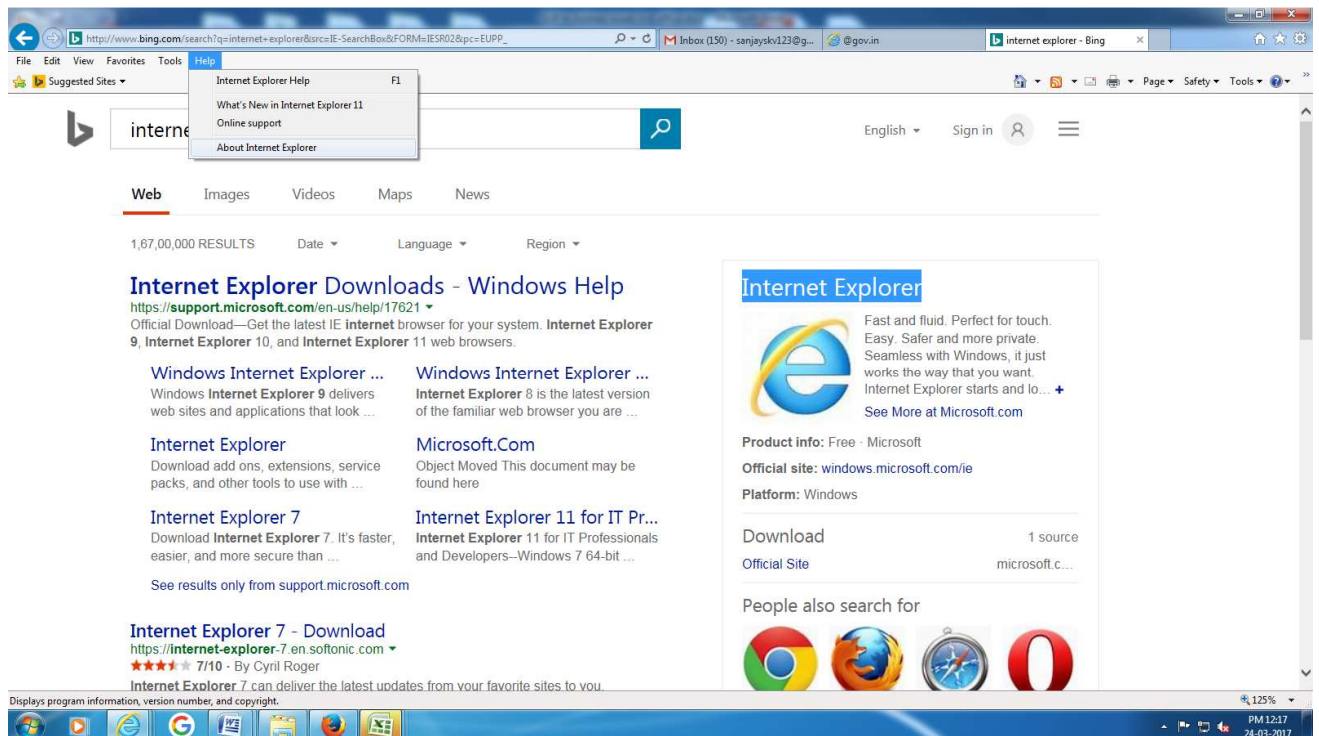
- 1) Internet Explorer
- 2) Mozilla Firefox

Only above two are recommended browser. Chrome should not be used for the purpose of e-Office.

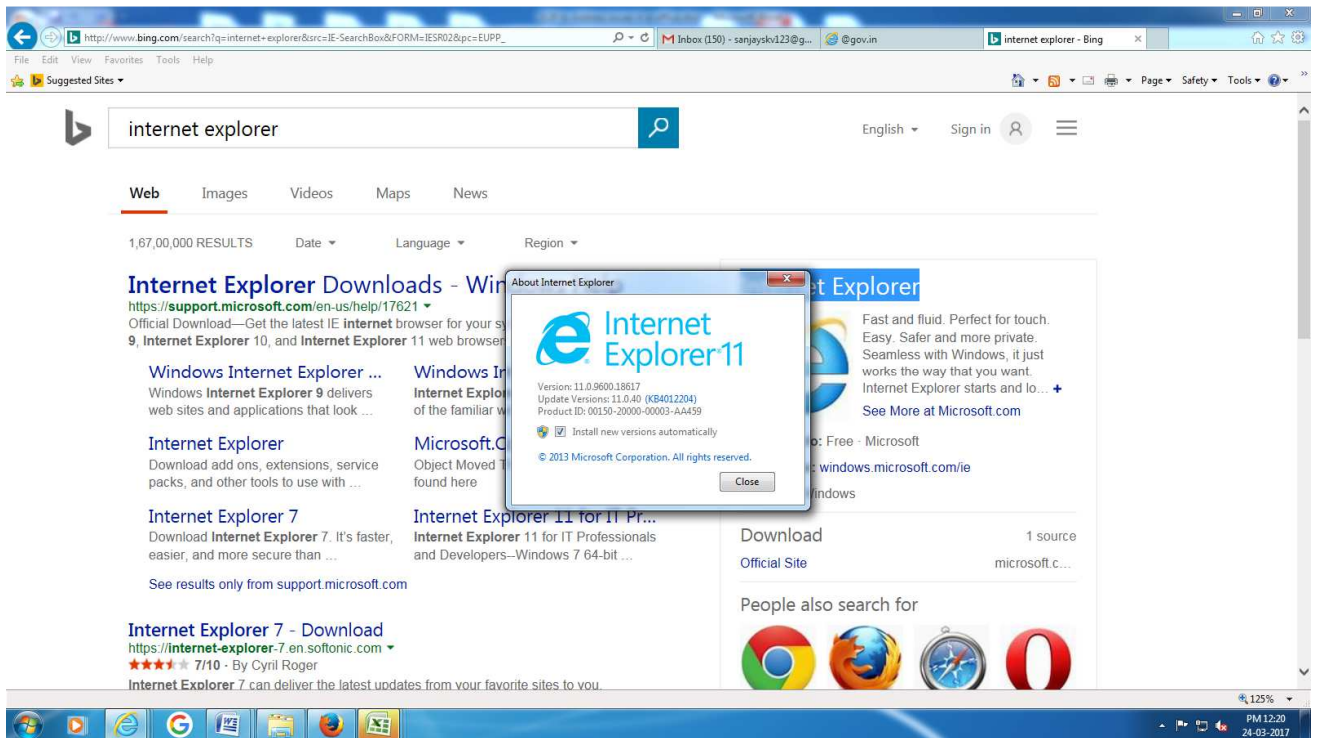
Problem #3: File is not forwarded after clicking Sign and Send option from **Internet Explorer** and keeps on displaying “*Signing and sending please wait*” with rotating wheel

Resolution #3

Please check the version of Internet explorer go under Help Menu then click on About Internet Explorer.



Please ensure that your Internet Explorer Version should be 11.



Also it is requested to check the following software's are properly installed:

- 1) DSC Driver
- 2) JAVA
- 3) Adobe Acrobat PDF Reader
- 4) Mozilla Firefox **ver 51.0.1**

Further for any other queries regarding operation of e-Office your are requested to contact EDP Cell