

# Do you have any issue with Downloading?

## Check the following status

### 1. Do you use XP MACHINES?

It is very hard to work with XP machine with new status.

### 2. Did you un-install the previous java version properly

If your PC contains two or more versions of JAVA, you cannot log in into AsyCuda system. Therefore please make sure old version of JAVA has been removed from the system before installation new JAVA version 1.8\_151

### 3. Did you install the digital signature file?

If you go to the customs.gov.lk web site and click the path of Asycuda/downloads – you can notice digital signature application in addition to JAVA application for down loading.

It is required to download and run the digital signature prior to use new version

*(If you get a message like application blocked by JAVA security, it is likely that you have not installed the digital signature)*

### 4. Did you turn on the pop-up blocker in your browser?

Make sure that pop-up blocker is turn off in the browser

### 5. Did you install more restrictive virus guard like Kaspersky

Such virus guard may block the run JAVA exe file. Please pause protection or uninstall them.

### 6. Domain restrictions

Some PC make domain restriction to run exe file. In such cases, mostly administrator passwords are requested

### 7. If you use VPN Certificate

Is it recommended to use internet explorer [If you are using the Edge browser please go to the menu on top right side and choose “open with internet explorer”]

*(if you see an error message of “please provide valid client certificate”, then it is recommended to use internet explorer with VPN)*

### 8. JAVA version

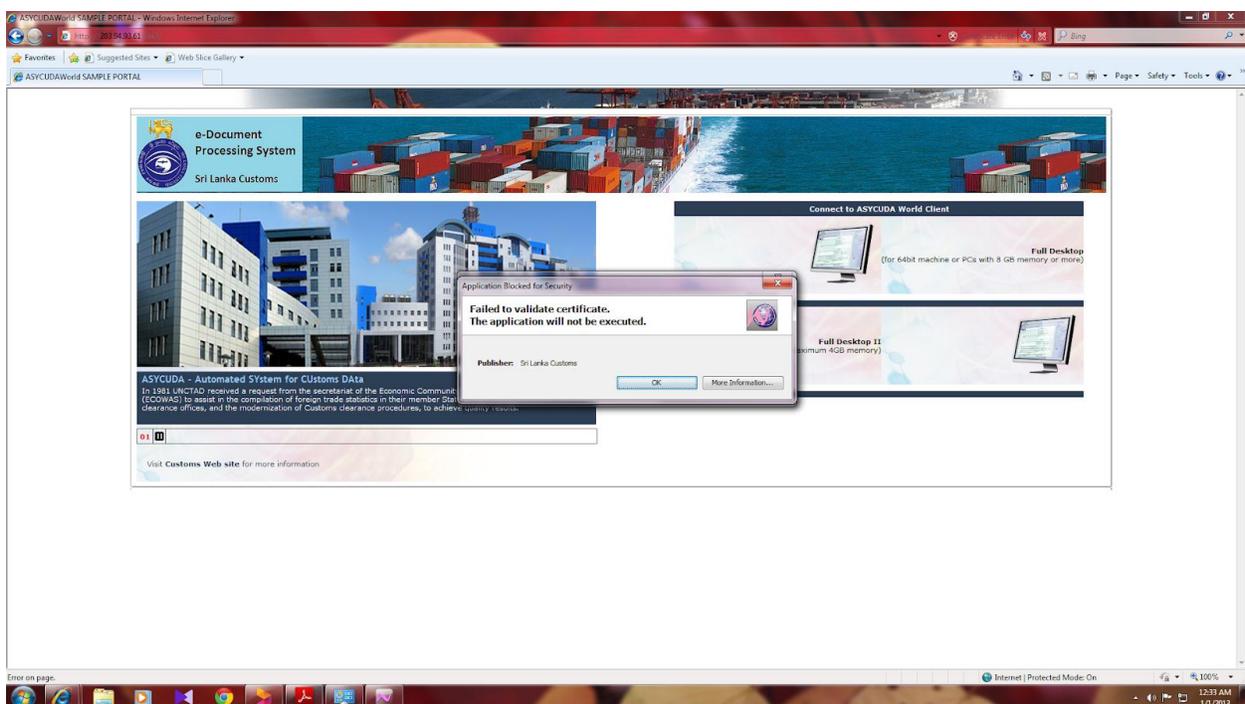
You can't use older and new type JAVA version. You can use only JAVA version JAVA 8 update 151 that is available in Customs website. [www.customs.gov.lk-->A-->Downloads-->Software]

9. It is recommended to use Fire fox if you are using the direct link (connection 03) to login Asycuda

10. Did you remove the shortcut of previous version?

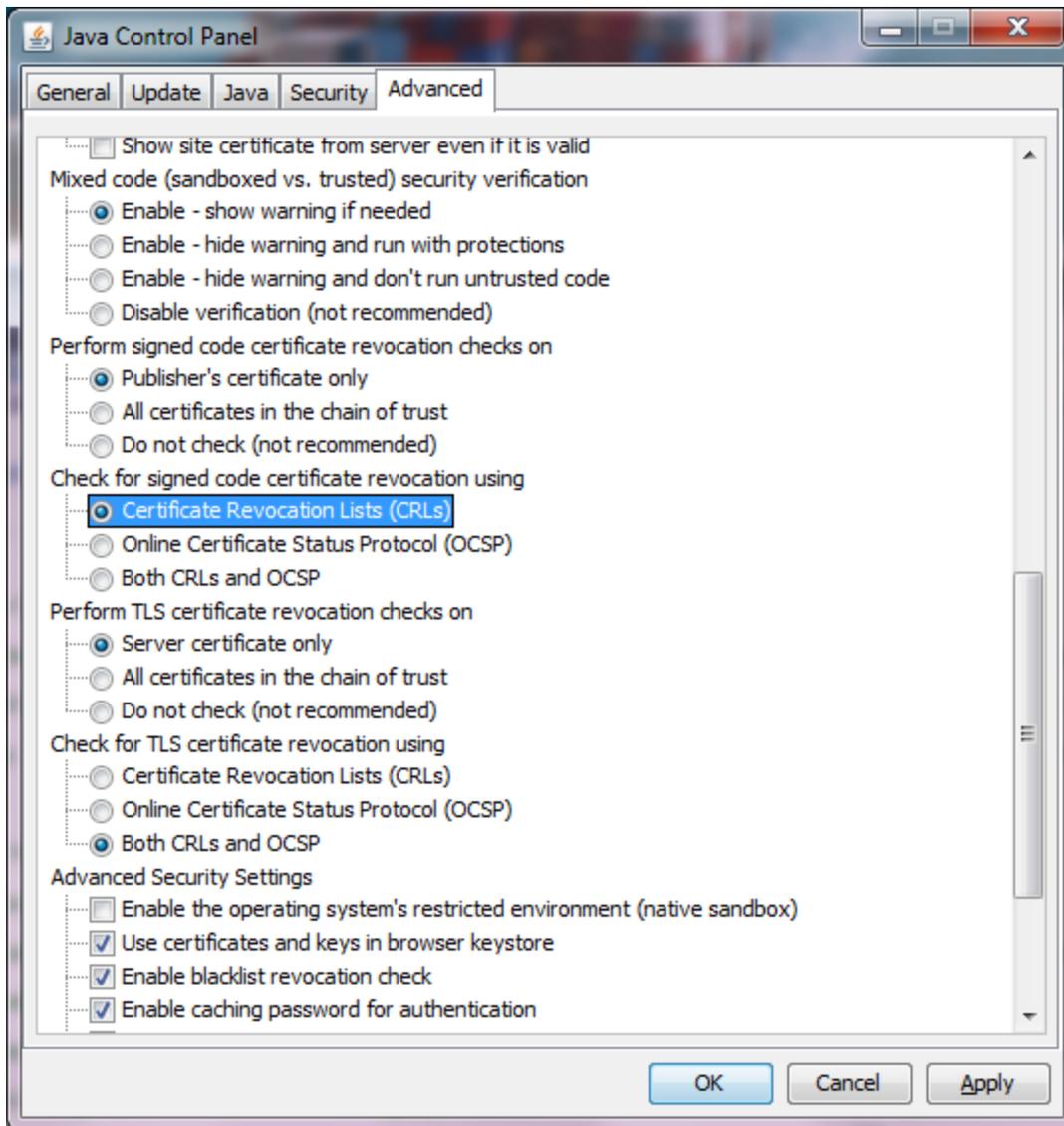
You have to make new short cut with new URL of http://10.2.61.45:8081/

11. If you are getting the error "Failed to Validate Certificate:?"



Solution

Control Panel-->Java Control Panel-->Advanced Tab



“Check for signed code certificate revocation using” property should be in the first option.[Certificate Revocation Lists (CRLs)]

Other two options doesn't work

## Customs assistance

You can get Customs help desk assistance 011 2143434 - 7345 (-ICT help desk) in day time

ICT Branch is opened to visitors throughout the day for assistance

It is recommended uses to install TEAM VIEWER software for software solutions