

Browser Settings

Income Tax Department recommends that you use the following browser specifications for the best view of <https://incometaxindiaefiling.gov.in> website. You may still be able to use thee-Filing website using other browsers and versions, but the pages may not display properly or you may experience difficulties to use all of the functionality.

- Mozilla Firefox (version 22.0, 21.0, 20.0 and above)
- Google Chrome (version 26.0.x, 27.0.x, 28.0.x and above)
- Internet Explorer (version 9.0, 10.0 and above)
- Safari (version 4.0, 5.0 and above)

OPERATING SYSTEM - Windows XP with Service Pack 3/Windows 7/Windows 8/ Latest Linux and Mac OS 10.10(OS X Yosemite)

Enabling JAVA in the Browser

Mozilla Firefox

- ✓ **Menu bar** select **Tools**→**Options**.
- ✓ Options → Select the **Content icon**→ Check the "**Load images automatically**"
- ✓ "**Enable JavaScript**" and "**Enable Java**" check boxes.
- ✓ **Click OK** button.

Google Chrome

- ✓ **Select Customize and control Google Chrome** (the icon with 3 stacked horizontal lines) to the right of the address bar.
- ✓ From the drop-down menu, **Select Settings**
- ✓ At the bottom of the page, **Click Show advanced settings**
- ✓ Under **Privacy**, **Select the Content settings**
- ✓ Under the **JavaScript heading**, **Select the Allow all sites to run JavaScript** radio button

Internet Explorer

- ✓ **Click** on the **gear icon** on the Internet Explorer Browser (top right corner)
- ✓ **Select Internet Options**.
- ✓ **Click Security tab**.
- ✓ **Select Custom level** and scroll down for Scripting section.
- ✓ **Enable Active Scripting**.
- ✓ **Click OK**.

Safari

- ✓ **Click on the gear icon on Safari Browser** (top right corner)
- ✓ **Select Preferences**.
- ✓ **Select Security**.
- ✓ Then **Select Enable Java Script** from Web content.

Note: JRE Version 7 update 6 to Version 8 update 51 is required to run applets for Digital Signatures and offline forms to work.

JRE Version 8 Update 51 is available for download at the below link
<http://www.oracle.com/technetwork/java/javase/downloads/java-archive-javase8-2177648.html#jre-8u51-oth-JPR>

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Deleting Cookies in the Browser

Mozilla Firefox

- ✓ From the menu bar **Select Tools**→**Clear Recent History**
- ✓ From **Clear All History window** **Select the checkboxes** for the types of information that you want to remove.
- ✓ Use the **Menu** at the top to select the amount of data that you want to delete. Select Everything.
- ✓ **Click on Clear Now**

Google Chrome

- ✓ **Select Customize** and control Google Chrome (the icon with 3 stacked horizontal lines) to the right of the address bar.
- ✓ **Select Tools**
- ✓ **Select Clear browsing data**
- ✓ In the dialog that appears, **select the checkboxes for the types of information that you want to remove.**
- ✓ Use the menu at the top to select the amount of data that you want to delete. Select beginning of time to delete everything.

Internet Explorer

- ✓ **Click** on the **gear icon** on the Internet Explorer Browser (top right corner)
- ✓ **Select Tools.**
- ✓ In the **General tab**, **Select click Delete browsing history**
- ✓ **Select the Cookies check box, and then click Delete.**

Safari

- ✓ **Click on the gear icon on Safari Browser** (top right corner)
 - ✓ Select **Preferences.**
 - ✓ Select **Privacy Tab**
 - ✓ Click on **Remove All Website Data.**
 - ✓ Click on **Remove Now.**
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Frequently Asked Questions

Question:I cannot read the file for signing while uploading XML. What should I do?

Answer:This problem is due to your Internet Explorer browser settings. Please do the following:

- In Internet Explorer-> Tools ->Internet Option ->Security -> Custom Level-> you should enable "Include local directory Path when uploading file to the server".
- Create a folder in the "C" Drive called "fakepath" (c:\fakepath) and copy the xml file to this folder. Restart the Browser and you will be able to upload the file.

Question:I have saved the XML file in my computer, but while uploading, system is giving an error "Cannot read the XML file"? What should I do?

Answer:Kindly set the Internet Explorer Security Settings to Low. Please follow the below steps:

- In case of Windows Vista/Windows 7, GO TO Start→Control Panel→ Programs→ Java→ General tab.
- Click on "Settings" button in 'Temporary Internet Files'.
- Kindly uncheck the "Keep temporary files on my computer" and click the "Delete Files" button and press OK.
- Close your existing browser and open a new browser.

Question:The web page is expired while uploading a DSC, What should I do?

Answer:Java Runtime Environment Version 7 update 6 to Version 8 update 51, needs to be installed in your machine.

Question: DSC "session expired" issue and offline forms utility.

Answer:JRE Version 7 update 6 to Version 8 update 51 is required to run applets for DigitalSignatures and offline forms to work.