Do you have any issue with Downloading?

Check the following status

1. Do you use XP MACHINES?

It is very hard to work with HP 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 massage 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 massage 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

🛃 Java Control Panel	
General Update Java Security Advanced	
Show site certificate from server even if it is valid	
Mixed code (sandboxed vs. trusted) security verification	
Enable - show warning if needed	
Enable - hide warning and run with protections	
Enable - hide warning and don't run untrusted code	
Disable verification (not recommended)	
Perform signed code certificate revocation checks on	
Publisher's certificate only	
All certificates in the chain of trust	
Do not check (not recommended)	
Check for signed code certificate revocation using	
 Certificate Revocation Lists (CRLs) 	
Online Certificate Status Protocol (OCSP)	
Both CRLs and OCSP	i II
Perform TLS certificate revocation checks on	
Server certificate only	
All certificates in the chain of trust	
Do not check (not recommended)	
Check for TLS certificate revocation using	
····· Certificate Revocation Lists (CRLs)	
····· Online Certificate Status Protocol (OCSP)	
Both CRLs and OCSP	
Advanced Security Settings	
Enable the operating system's restricted environment (native sandbox)	
Use certificates and keys in browser keystore	
Enable blacklist revocation check	
Enable caching password for authentication	
OK Cancel Apply	

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

Other two options doesn't work