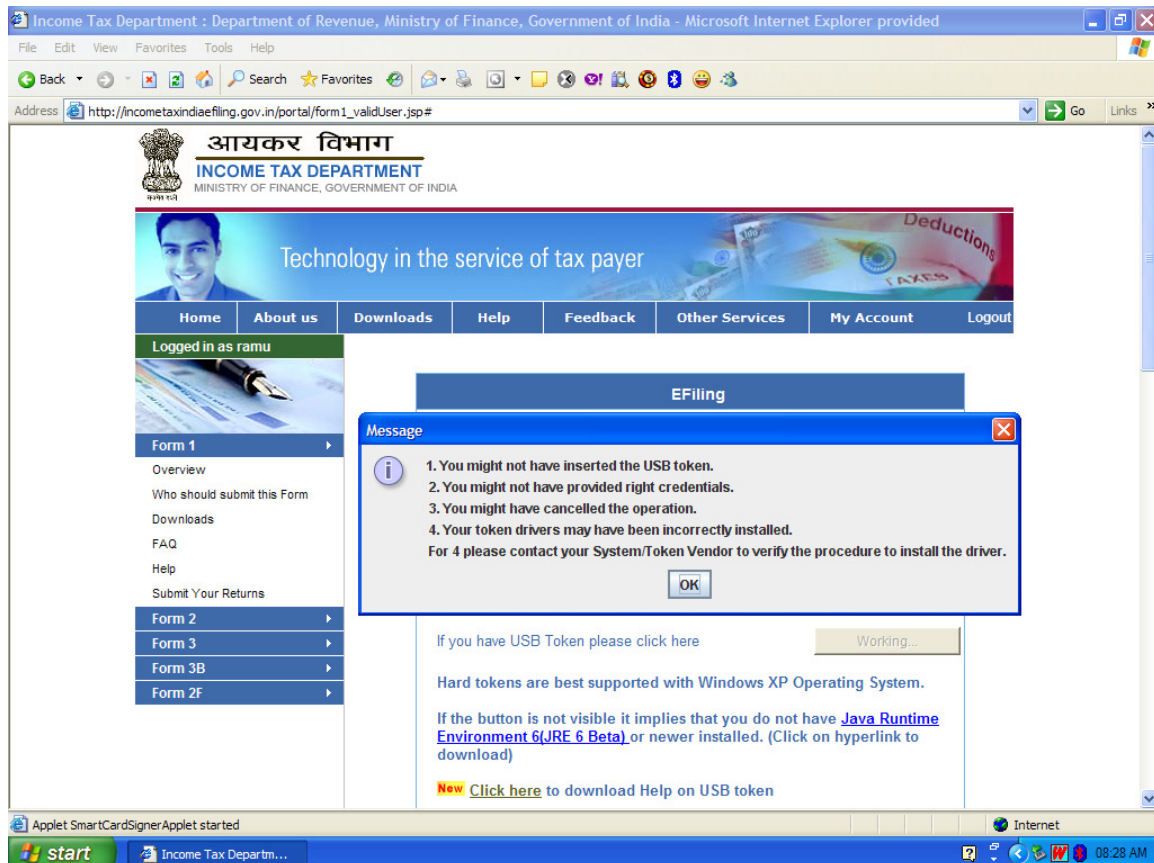**Please follow the steps given below if you are getting errors when using USB for Digital Signature**

The following picture shows an error message that you may encounter while signing the .XML document with Digital Signature.


If you are getting the error shown in the above picture when signing your document with Digital Signature, you are suggested to follow the below given steps to change the browser settings.
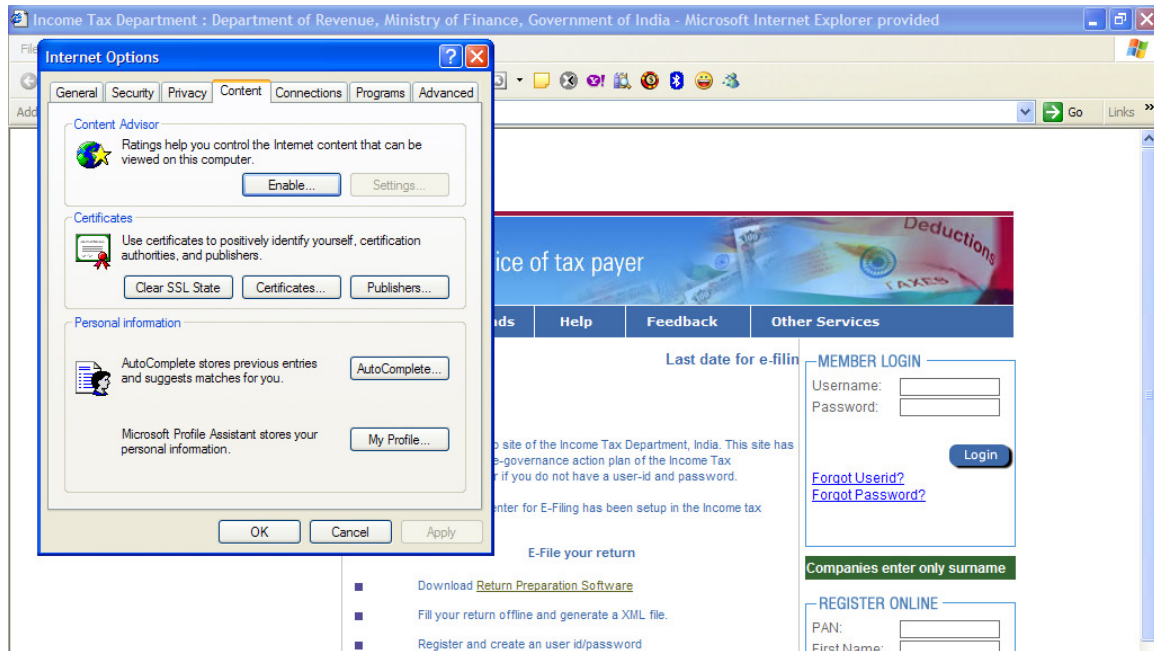
1. Click on "Logout" to end your user session (Do not close the browser)

2. Remove the USB token from the system.

3. Click on "Tools" and choose "Internet Options" from the menu, as shown in the picture below
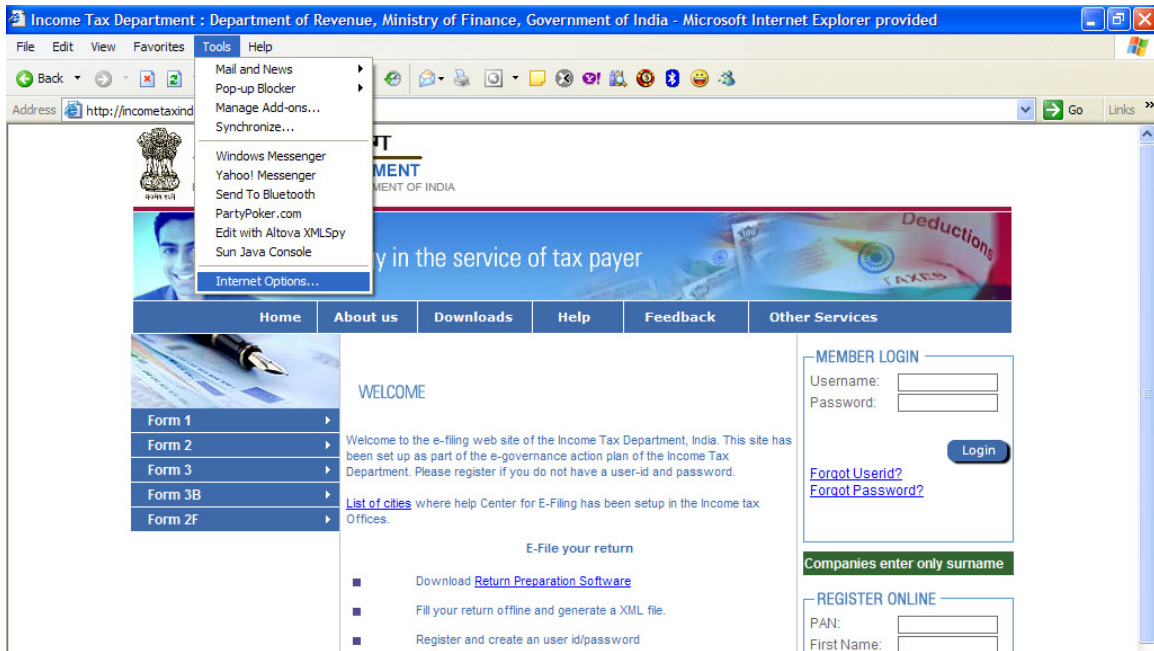
4. Click on "Internet Options", you will see a small window shown in the following picture
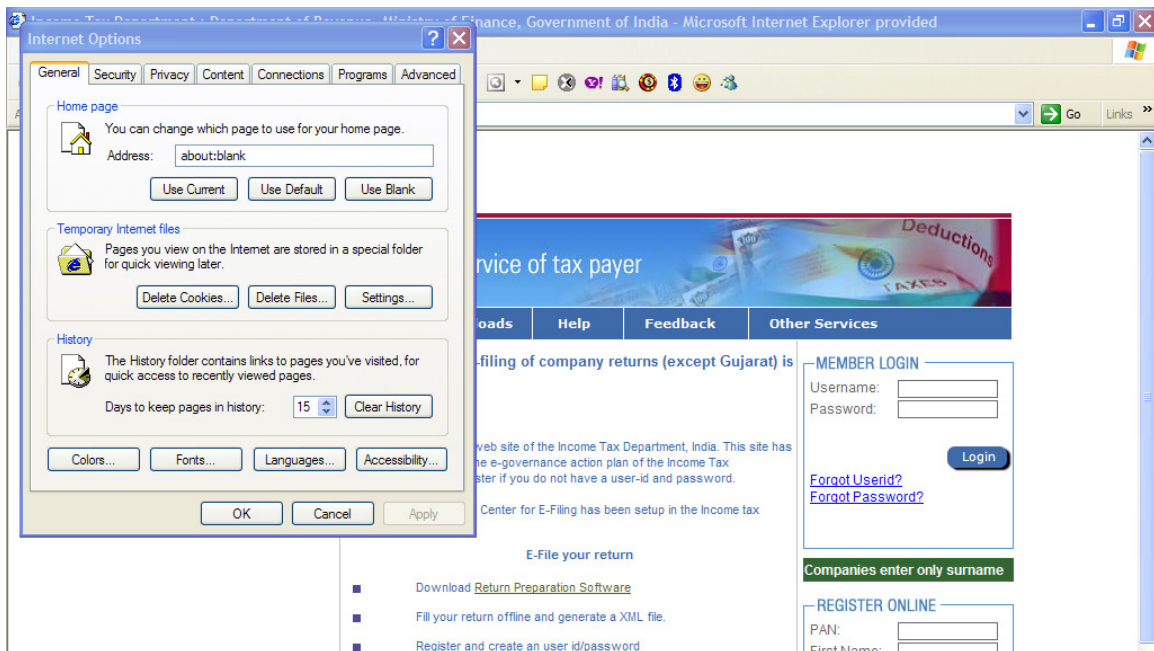
5. Click on "Content" on the top tab. You will see the window shown in the picture below

6. Click on the "Certificates" button in the "Certificates" section, you will see the certificate/s under "Personal" tab as shown in the picture given below. Please make sure you are looking at the certificates under "Personal" tab only.

NOTE: Please take a backup of the certificates shown in the "Certificates" window.

Additional Information on how to take backup:
The list of certificates displayed in this window may have either **Real Certificates** or **References to Certificates.** So, please take a backup of the **Real Certificates** before you proceed to the next step.

Question: What do we mean by **Real Certificates**?
Answer: Real certificates are the certificates you might have bought online and saved into the browser (ex: .pfx files). They will be used for "**Sign with .pfx file**" option on the "Submit your returns" page on the http://incometaxindiaefiling.gov.in website. If you have not saved the certificates yet, select the certificates one by one and click on "Export" button shown in the picture given below and follow the steps in "Certificate Export Wizard" and save them on the hard disk. Repeat the same "Export" step for all the certificates you want to save.

**Important:** This has to be done before moving on to step 7

The Department of Income Taxes will not be responsible if you lose your certificate for not taking a backup.
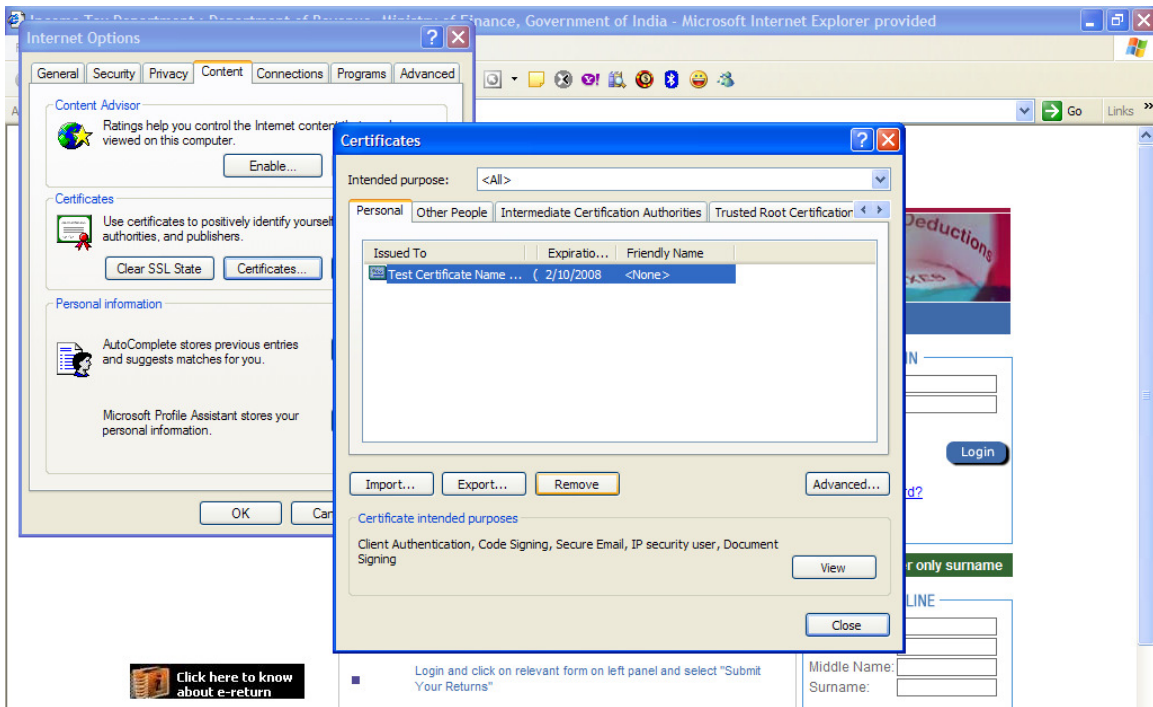
7. Select a certificate and click on "Remove" button, you will get a message asking for your approval to delete the certificate as shown below
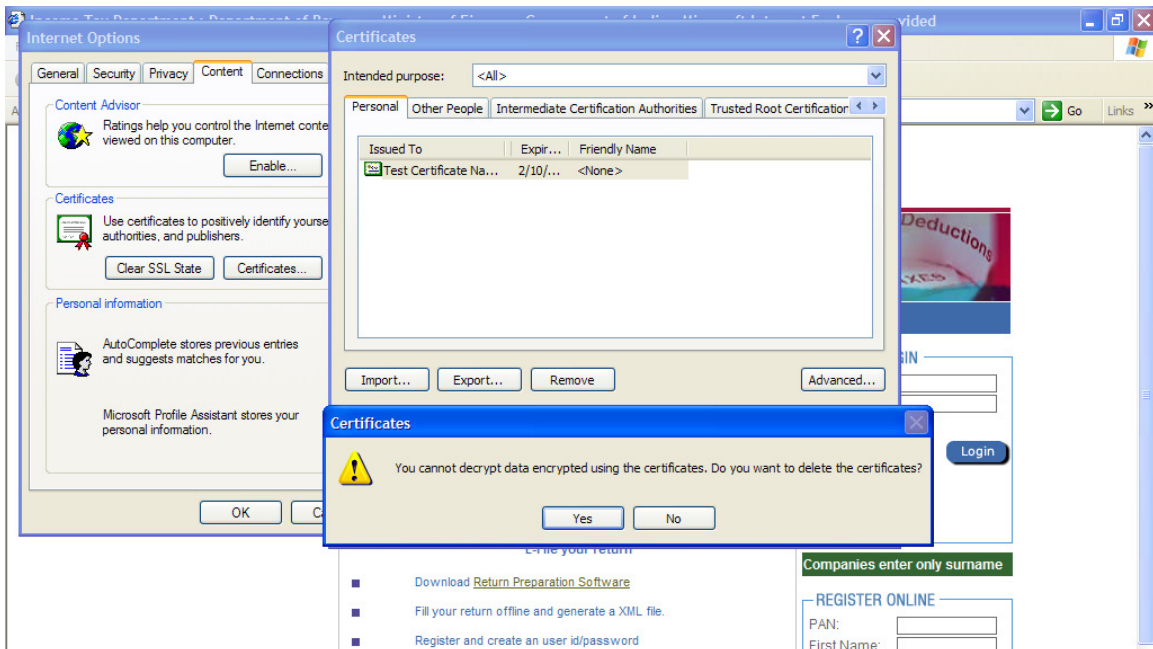
8. Click "Yes". Repeat the same step for all the certificates (if you have more in the list). When all the certificates are removed, your "Certificates" window should look like the picture given below
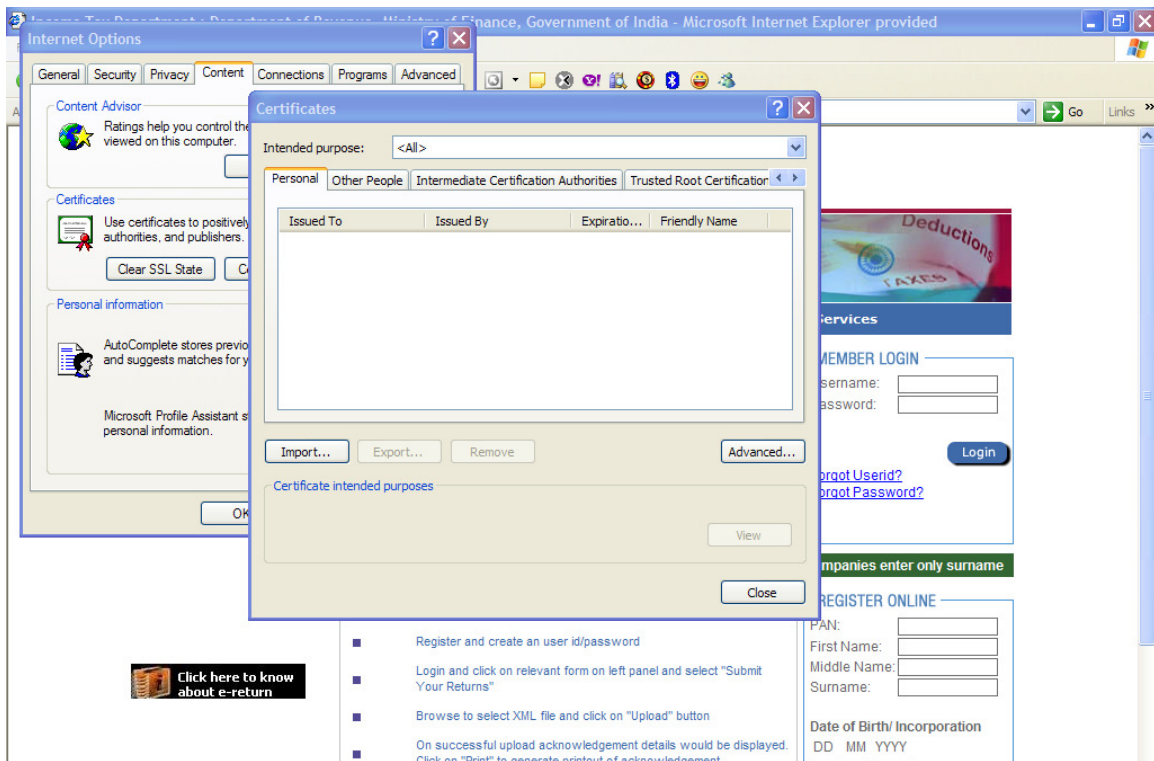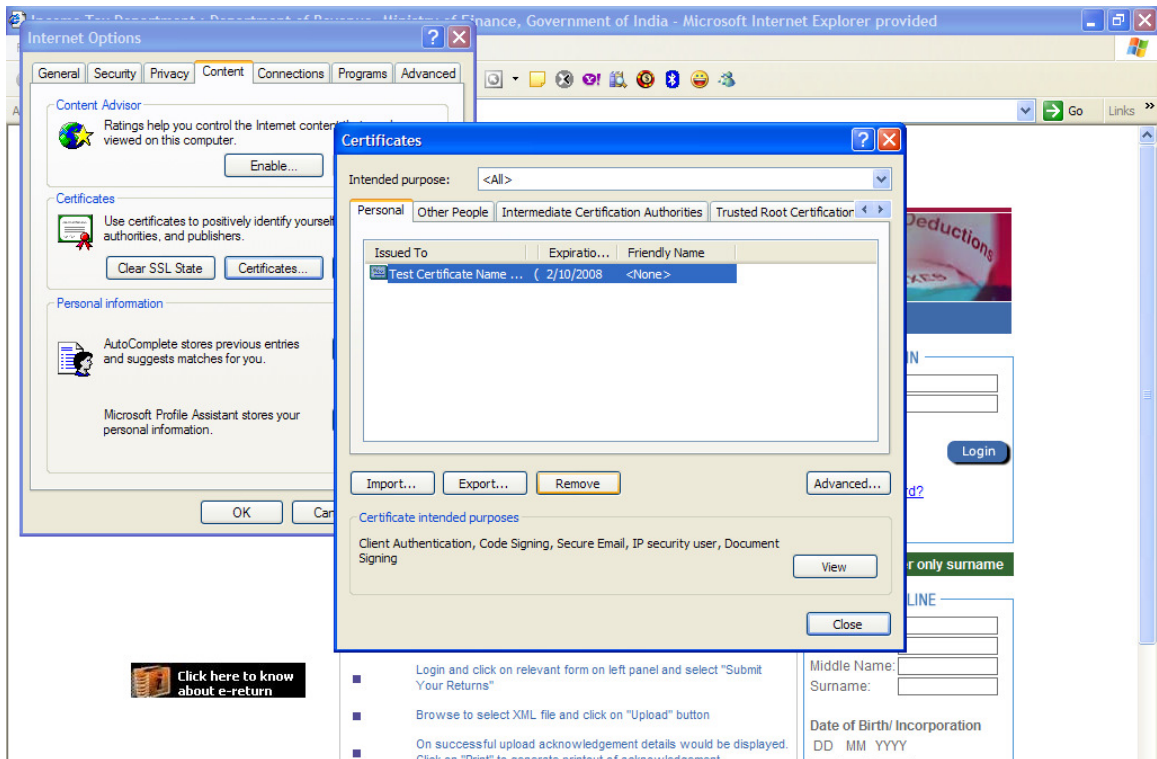
9. Click on "Close" button.

10. Click on "Apply" button if it is enabled, then click "OK" button

11. Close the Browser and open a new Browser

12. Insert the USB token on which you have the Digital Signature.

13. Go to Tools → Internet Options → Content → Click on "Certificates" button.
    The "Certificates" window should display the certificates as shown below.

14. If you can see the certificates, it means the Browser settings are done properly.

15. You can login to the site and you should be able to upload the .XML document.