Pre-requisites & Documented issues for accessing the

Dubai Customs Services in Dubai Trade

1. **Operating System - Windows-7 or Window-10**

   Computer with either **Windows-7** or **Windows-10** Operating system is required. Previous versions of the Windows are not supported.

2. **Internet Explorer 11**

   Internet Explorer IE11 needs to be installed and can be downloaded from the below Microsoft link,

Internet Explorer 11 Download Link	**64-Bit Setup** https://www.microsoft.com/en-us/download/details.aspx?id=41628 **32-Bit Setup** https://www.microsoft.com/en-us/download/details.aspx?id=40907

3. **Digital Signer ActiveX Installation**

   Dubai Customs Digital Signer ActiveX Component needs to be installed to submit the Declarations and Claims. The activeX can be downloaded from the below location along with the installation guide for detailed steps to install appropriately. **This would require Admin rights to install this component**

ActiveX Component Download Location	https://www.dubaicustoms.gov.ae/digitalsigner/DigitalSigner-1.0.0.0.zip

4. **Adobe Acrobat Reader**

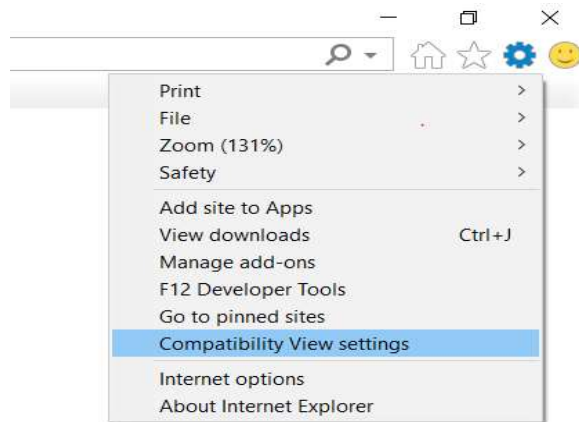   Adobe Acrobat Reader needs to be installed to Print Declaration (BOE) and can be downloaded from below location.

Adobe Acrobat Reader	https://get.adobe.com/reader/

5. **Printer setting** to be set for **A4 Paper size** for Print Declaration (BOE)
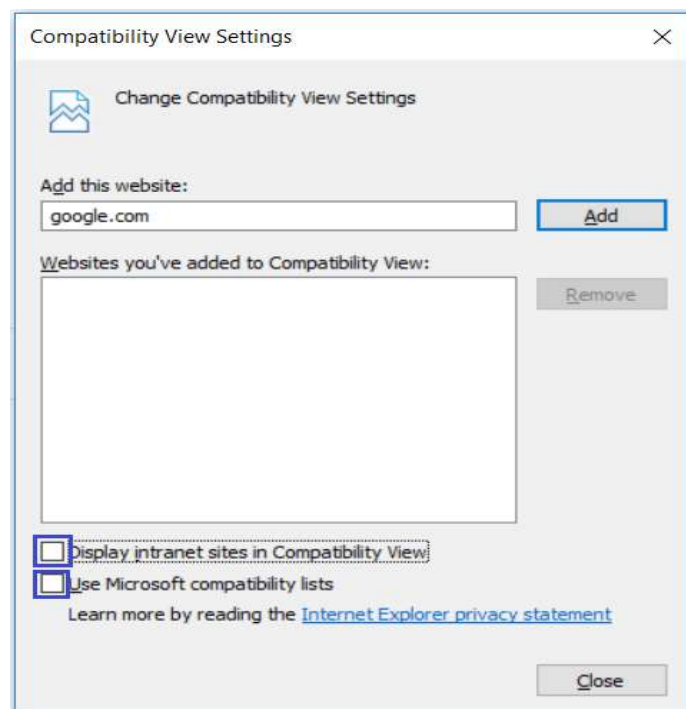
6. Turn off Compatibility View settings

Perform following steps to disable the Compatibility View Settings

Step 1: Select Compatibility View settings menu

Step 2: Uncheck the two check boxes as shown below (and also dubaitrade.ae should not be added to websites) and then click Close button.
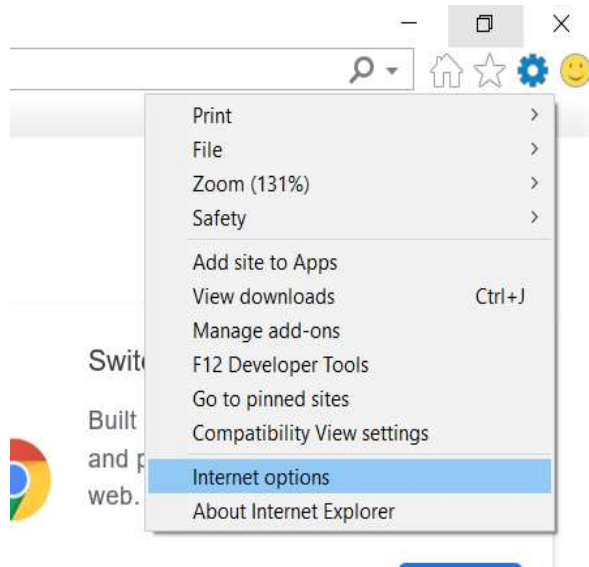
7. **Configure ActiveX related Internet Options**

Perform following steps in order to configure the ActiveX related required Internet options.

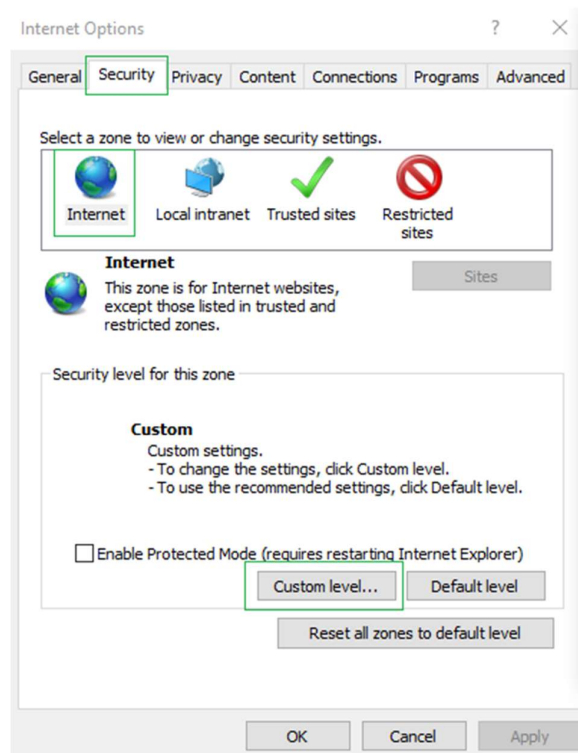**Step1:**

Open the browser and Go to Internet Options menu

Step 2:

Select the **Security** tab, click the **Internet** icon under "**Select a zone to view or change security settings**" section
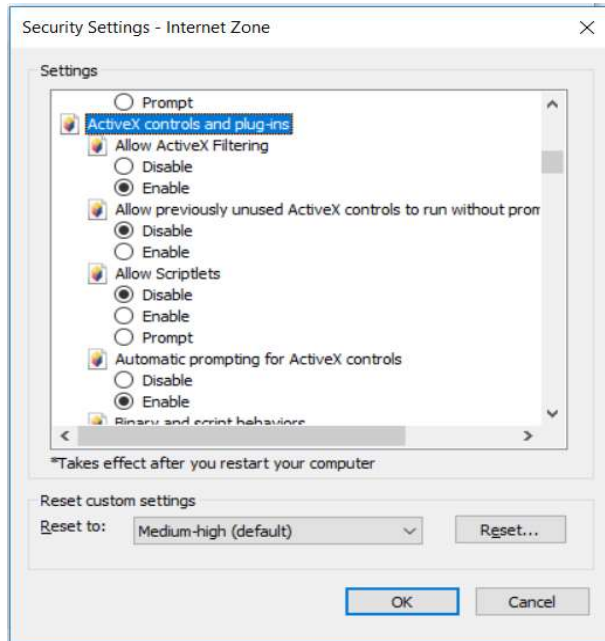
Step 3:

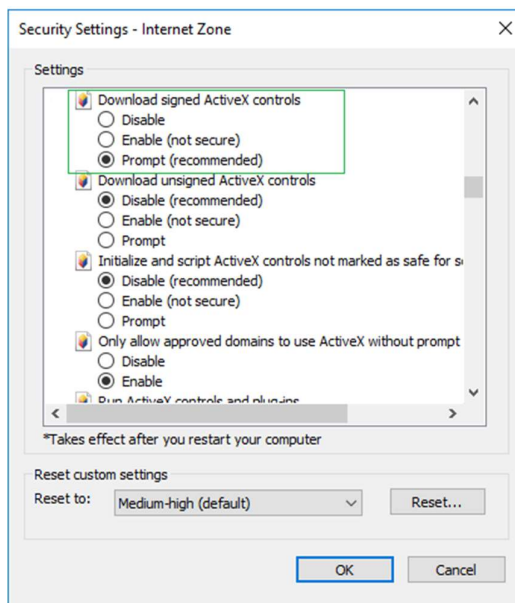Click on **Custom Level** button under "**Security level for this zone**" section

Step 4:

In the Security Settings, go to "**ActiveX controls and Plugins**" settings, set "**Automatic prompting for ActiveX controls**" option to "**Enable**" as shown in below screen.
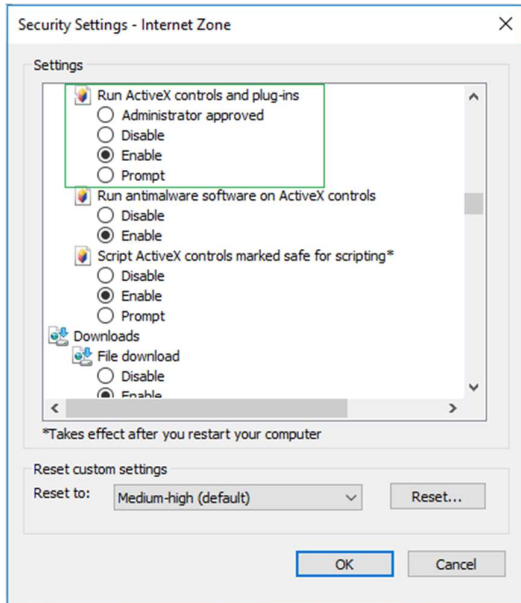

Step 5:

Under the "**ActiveX controls and Plugins**" settings, go to "**Download signed ActiveX controls**" setting, and select "**Prompt option**"

Step 6:

After that under the same section "**ActiveX controls and Plugins",** go to **"Run ActiveX controls and Plug-ins"** setting and select **Enable** option.

Documented issues

S. No	Dependency / Functionality	Expected Issues	Possible Solution
1	ActiveX - Digital Certificate	Error after sign & submit, while trying to select the digital certificate	Needs to disable Compatibility settings by removing dubaitrade.ae in website added in Compatibility view
2	ActiveX - Digital Certificate	Error while installing the Active X directly from Dubai Trade	Installer can be downloaded from the below location or Install Later Option, https://www.dubaicustoms.gov.ae/digitalsigner/digitalsigner-1.0.0.0.zip and install the activeX after closing the IE
3	Adobe Acrobat PDF Reader - GCC Print	Attributes Value Alignment issue while printing in Original GCC stationary	Paper Size should be changed to A4 in Printer settings
4	Adobe Acrobat PDF Reader - GCC Print	The Printout on A4 sheet is not printing as per the GCC stationary in terms of dimension	Paper Size should be changed to A4 in Printer settings
5	Adobe Acrobat PDF Reader - GCC Print	The below error while printing for the first time Error: There is the problem with Adobe Acrobat / Reader. If it is running, please exit and try again. (0:521)	No impacts, user can retry and the print will work.
6	Adobe Acrobat PDF Reader - GCC Print	Unable to get printed in IE directly due to any issue related to Adobe Reader	1. Disable the Adobe Reader ActiveX in Manage Add-ons, Now system will prompt to save the Print as PDF and can be printed from PDF. 2. Alternatively Google Chrome can be used for taking GCC print
7	M2 Declaration Services	Page Layout issues - displaying in one Column layout instead of two column layout	Needs to disable Compatibility settings by removing dubaitrade.ae in website added in Compatibility view
8	M2 Declaration Services	Any java script issues due to IE installation Error - Exception in Windows.onload:Error: An error has occurredJSPlugin.3005 on IE Developer Tools in DOM Explorer	This could be due to IE upgrade issue happens in Windows 7. Users has to Fix the IE issue.