

FREQUENTLY ASKED QUESTIONS

SYSTEM REQUIREMENTS

1. What are the system settings required to access the MCA21 application?

The MCA21 portal requires desktop settings to be done on your computer. For login, upload of e-forms, signing of DSC or using any other MCA service available through the MCA21 portal, make the system setting using the Setting document.

2. The size of my e-form increases when I attach my DSC. What should I do to optimize the file size?

Follow the below instructions to avoid increase in file size when affixing DSCs :

- Right-click any PDF file. The Right-click menu appears.
- From the right-click menu, select the Open with Adobe Acrobat Reader DC option.
- Click Edit-> Preferences. The Preferences box is displayed.
- From the right-panel, click Signature. The Digital Signatures page is displayed.
- Under the Creation & Appearance tab, click the More button.
- De-select the Include signature's revocation status option.
- Download the e-form again and proceed with signing the document. Please make sure that the signatures are valid before uploading. You can do that by Right clicking on each DSC and selecting the option 'Validate Signature', if the message says 'VALID' then you'll not face issues.

3. What are the hardware and software requirements for e-filing at mca.gov.in?

You must have the following hardware and software installed:

Hardware Requirements:

- Computer with Windows 2000 or later installed
 - Internet connection to access the MCA website
 - Scanner for scanning paper attachments
 - Printer for printing bank challan or service fee payment receipt
- Software Requirements**

4. How to download the required software?

You can download the required software from the System Prerequisites link on the MyMCA portal homepage.

5. Can I attach documents with formats other than PDF?

It is required to have a common format of the documents and the eForm shall not be accepted if the format of attachment is other than PDF.

6. What if I have scanned attachments in a format other than PDF (for example, Word, Jpeg or Tiff format)?

You have to convert the scanned attachments into PDF format using the software called PDF Converter.

7. How do I enable pop-ups from MCA 21 Portal?

There are three solutions to this problem. You can follow any of these –

First Solution-Add MCA21 portal in list of trusted sites. The steps to be followed are:

1. Open the browser.
2. Choose Tools>>Internet Options.
3. Click 'Security' tab and select 'Trusted Sites'.
4. Click on 'Sites' button.
5. Enter the url of the site 'http://www.mca.gov.in' in the textbox under 'Add this Web
6. Click 'OK' button.
7. Reopen the browser window

Second Solution-Turn off Pop-up Blocker for pop-ups from MCA21 Portal. The steps to be followed are:

1. Choose Tools>>Pop-Up Blocker>>Pop-up Blocker Settings in browser window. (Note that 'Pop-up Blocker Settings' option is enabled only when you select 'Turn-on Pop-up Blocker' under 'Pop-Up Blocker' option).
2. Enter the url of the site 'http://www.mca.gov.in' in the the textbox under 'Add this Web site to the zone : ' and click ' Add' button.
3. Click 'OK' button.
4. Reopen the browser window

Third Solution-Bypass Proxy Server Local addresses. The steps to be followed are:

1. Open the browser.
2. Choose Tools>>Internet Options.
3. Choose 'Connections' tab and select 'LAN settings'
4. Check Use a proxy server for you LAN and Bypass proxy server for local addresses.
5. Click on 'OK' button.
6. Reopen the browser window.

8. When I am opening a public document from My Dashboard, I face the following error – “Parts of this PDF could not be displayed”. What should I do to view the public document?

Click the Open in Adobe Reader link. The document will be displayed.

9. I am unable to navigate and select my Digital Certificate during login. How can I resolve the issue?

To select the DSC please follow the steps mentioned in the document.

10. I am unable to navigate to Union Bank of India Payment gateway for making a Card transaction. What settings need to be changed in my browser?

For enhanced security, Union Bank of India payment gateway will only work in TLS1.2 compatible browsers. Please Click here Pdf(502 KB) for steps to enable TLS1.2 version in your browser.

Source: www.mca.gov.in

In case you need further assistance please feel free to contact us!!

We will be more than happy to work with you :-)

Thanks & Regards,

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