# OAEP – SOLUTION DOCUMENT

Click to Download - Tool to check if the token is OAEP enabled

**There are 2 options to resolve OAEP issue:**

**Option 01 - Is to update your token to OAEP support (*Permanent Solution*)**

a. If you haven't downloaded the Certificate on token yet,

**Simply Download the OAEP update tool – Plug In the Token and run the tool.**

**Run the token update button and the token will get updated for OAEP Support.**

**Now your token is ready to use.**

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b. If you have Combo Certificate on token,

Running this update tool on the token with certificate will erase the certificate fro your token, this is 1 time process, you can do this to permanently update your token for OAEP.

>> (only applicable in NIC portals) In case if your DSC is registered on NIC eProc platform (/nicgep/app) please make sure to inactive the registered certificate before updating the token to OAEP as it will erase the certificate from token.

- Login with your registered certificate > View Registered Certificate > Select Certificate and click on ***Inactive*** button.

We recommend using this option if you don't have immediate deadline for tender submission, if you have immediate deadline then please finish the submission using Option 2 (if it works) and then go for token update using Option 1.

**Download the OAEP update tool** and follow the sate step as above.

**Please note: If you have already downloaded certificate on token, updating token will format the token and certificate needs to be reissued, we recommend to go with option 1 in this case.**

**Option 2 - To use Encryption Certificate on your browser.**
**(Quick and immediate Fix – No token format required – easy to adopt)**

a. Make sure you have Encryption Certificate File and it's password.
b. Log-in to user token and ***Delete the Encryption Certificate from Token***.
c. ***Import Encryption Certificate to Browser*** –
Encryption Certificate Import Guide

OAEP issue is resolved