Frequently Asked Questions- Returns Filing

1) I am unable to see the requisite links after logging in or system does not behave in the expected fashion when I click on the links

   Answer: Please check whether the following settings are in place: -

   1) Ensure that you use **only** use **Internet Explorer 8.0 or above** for accessing the portal.

   2) Internet Explorer is set to **Compatibility View Mode**

   3) Check whether the **Compatibility view settings**, which comes under the Tools option, contains the URL of the BAP portal in it

   4) Go to the Tools tab, click on Internet Options, navigate to Security tab and check whether the Security Level slider bar is set to '**Medium**'.

   5) Go to Control Panel, click on JAVA Console, navigate to Security tab and check whether the Security Slider bar is set to **Medium**

   6) Ensure that you are typing the entire URL on the Address Bar. For eg: Always type '**www.irdabap.org.in**' on the address bar. Please refrain from typing '**irdabap.org.in**'.

2) After I upload a return or after I validate a bunch, system throws an error message. What should I do?

   Answer: When system finds a discrepancy in the loaded template, it throws an error message and displays a Red Triangle next to the return that contains the discrepancies. Users are expected to click on that Red Triangle to view the error message

3) **Many a times, when I upload a bulky input template, I get a message from the system which says "Your return has been sent for Background Processing and you will receive a mail once the processing is complete". What should I do?**

   Answer: Click on Returns tab again after 5-10 minutes and repeat the same cycle that you normally do to get into the List of Forms page. You will get to see the legend of that particular return as "Yellow", which implies that the return has been processed and loaded by the system

4) **When my signatory logs into the system for digitally signing the returns, on selecting the returns and clicking on Digitally Sign button, system displays a 'Websigner Error'.**

   Answer: Please check whether the settings mentioned in FAQ1 are in place

   If the above does not solve your problem, please check for the following
   > a) Go to Internet Options -> Security Tab and check whether the 'Security Level' is set to **Medium**
   >
   > b) In the Custom Level Tab, please check whether the '**Scripting of Activex Control**' is enabled
   >
   > c) Go to Privacy Tab and uncheck the '**Turn on Pop up Blocker**' option

   If the error still persists, in spite of the above settings, Go to **Manage Addons**, which comes under the Tools Menu of the Internet Explorer and check whether the *Java Runtime Environment* is properly integrated with Internet Explorer. If it is properly integrated, you will get to see **JAVA** as one of the Addons with the status '**Enabled**'. Else, you may have to reinstall JAVA—it is advisable to download and install JAVA 1.7 version, as it is highly likely that some of the higher versions are not compatible with BAP.

5) I am unable to Submit Returns and find that the Submit button is disabled

Answer: Only Compliance Officer has the rights to Submit Returns. He will have to login to submit returns

6) I have made certain changes to the Cut Over/legacy data and the changes are not visible when I view the return

Answer: After any such changes, users are expected to reload the respective input template again to see the changes.

7) After I load a template and view returns, sometimes the INR values appear distorted

Answer: Delete the loaded data and reload the input template

8) When I click on 'View Returns' to view a particular returns, system opens another window but that window appears blank

Answer: If you are working on your office LAN, please request your IT team to check whether Port No 8093 is open on your organization's Firewall/Proxy.

9) I am unable to load a template—system takes long time for processing ultimately leading to Connection Timeout Error

Answer: If you are loading input template of size more than 2.5 MB, you are requested to ZIP that template and load the zipped file directly into BAP—this will solve the problem you are facing.