

CUSTOMS & INLAND REVENUE SERVICE DE LA DOUANE ET DES CONTRIBUTIONS INDIRECTES

How to resolve AW Connection issues

1. Network Problem: Sever not found



CAUSE

- Network connection
- Wrong jnlp file

SOUTION

- Check your internet connection and make sure can connect to the internet.
- Check with the ASYCUDAWorld team to see if there is any issues with the server. An issue with the server may result in the issue above.
- Check the jnlp file you downloaded. You are an internal user, your jnlp file will include and int at the end of the file name such as ASYCUDAWorld_live_int.jnlp. If you are an external user, your jnlp file will include an ext at the end of the file name. An internal jnlp works only within the government network while an external jnlp works outside any network.

2. User identification failure. Try again

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Login warning	3	×	
Use	er identification fai	lure. Try again.	
	~		
	()		X
TI S ECOHE RSA WITH	AES_128_CBC_SHA	256	

CAUSE

- Incorrect username or password
- User already logged in another computer or device.





SOLUTION

- Make sure you enter the correct username and password
- Make sure to log off from any other machine before logging in. ASYCUDAWorld only allows one connection per user.

3. Java Update Needed

Java Update Needed							
Your Java version is insecure.							
 Update (recommended) Get the recommended secure version of Java now from java.com. 							
 Block Block Java content from running in this browser session. 							
Later Continue and you will be reminded to update again later.							
Do not ask again until the next update is available.							

CAUSE

• Java checks your current version and if a new version is available, it will display the message above.

SOLUTION

- You can click on **Update (recommended)** to update to the latest version or click **Later** to get you to the login window
- Or you can click on "Do not ask again until next update is available" and click Later

4. Unable to launch the application

Application Error	22
Unable to launch the application.	
	Ok Details

CAUSE

• No internet connection

SOLUTION

• Check your internet connection and make sure you are connected.





5. Unable to launch the application

Application Error						
Unable to	launch the application.	Ø				
Name:	Vu ASYCUDA World					
Publisher:	DCIR - ASYCUDA					
Location:	https://asyworld.gov.vu					
		Ok Details				

CAUSE

• Out dated configuration files

SOLUTION

- Go to Programs → Java → Configure Java or type Java in the search text box and click Configure Java on the list.
- On the Java control panel, click "Settings"
- Click the "Delete Files" button:

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General	Update	Java	Security	Advanced						
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	rk Setting:								About.	
					et connections users should m		e setting	s.		
							N	etwork	Settings	•
Tempo	rary Inter	net File	s							
					a special folde nese settings.	-		on later		
Java ir	n the brow	iser is e	nabled.			Se	ttings		View	
See th	e Security	tab								
F	Temporar	y Files	Settings							Х
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	Locatio	n								- 1
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• Then click "OK" on the popup window (Delete Files and Applications window)



- Click "OK" on the Temporary Files Settings.
- Click "Ok" on the Java Control Panel.

End