



NATIONAL REVENUE AUTHORITY

**ASYCUDA WORLD
TECHNICAL GUIDE**

**INSTALLATION AND CONFIGURATION GUIDE
FOR
ASYCUDA WORLD CLIENT APPLICATION**

Draft Version 1.1

Revision History

Date	Version	Description	Author
18 th Mar, 2018	1.1	Second Draft	Mohamed S. Fofana Mohamed Tholley
13 th Mar, 2018	1.0	Initial Draft	Mohamed S. Fofana

Summary

This documentation aims to help users (taxpayers, banks, brokers etc) to get started with the ASYCUDA World (AW) system. It is intended to help them define and prepare the required technical environment that will enable access the application without technical issues.

After reading this document, readers will have a clear understanding of hardware and software requirements. The first part explains prerequisites and software requirements. The second part assumes that the users have been provided a user and digital signature for AW. It explains how to access to the system. The third explains how users can update their passwords and ensure that they have a profile correctly set with the right access rights and properties. In this section there are also answers to the most asked questions. Finally, the last one shows how the users can remove or empty their cache folder when it is asked by the administration team.

A. Part I- Preparing the environment

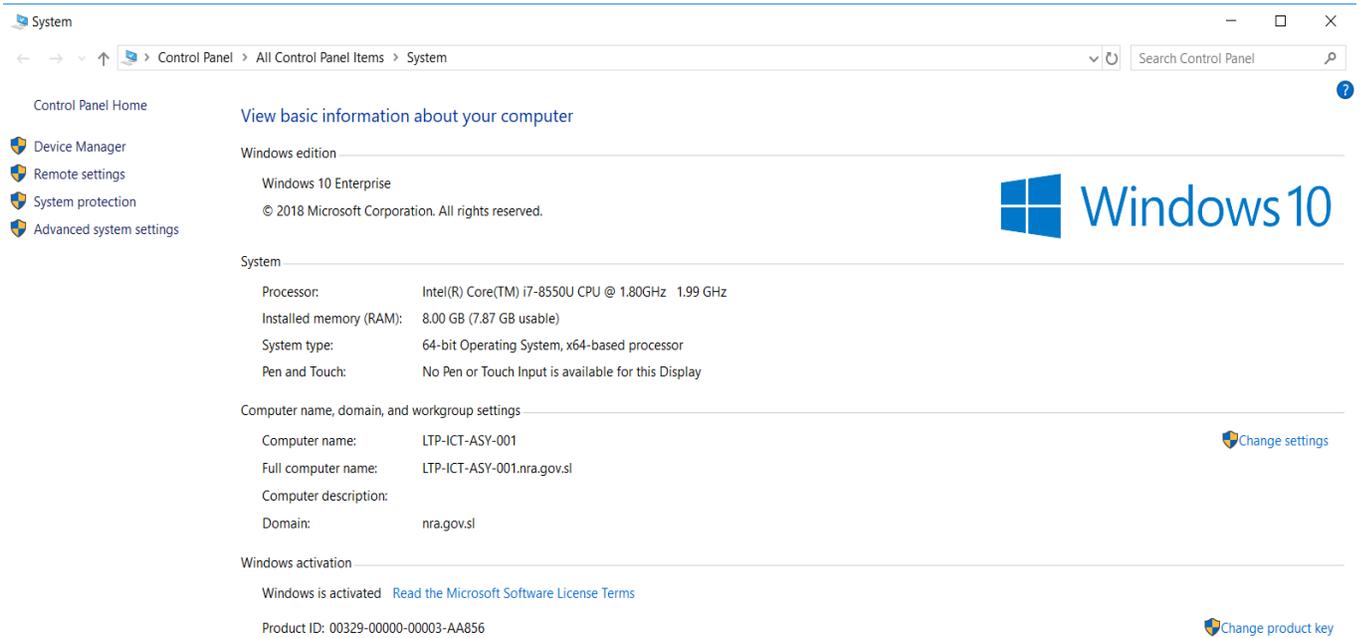
ASYCUDA WORLD is platform independence and hence, clients run on any Java-enabled desktops such as Windows, Linux, Macintosh, etc. and can be access via any web browser. However, the users' workstations or laptops must meet the following minimum requirements for **ASYCUDA WORLD** to run:

1. Hardware Requirements (Minimum)

- Processor: 2.5 GHz
- Operating System: Any Operating system, preferably 64-bit Windows 8 or higher
- Memory: Minimum 4GB
- Hard Disk Space: 500GB
- Network Port: Ethernet LAN 100/1000 or wireless
- Printer
- Scanner (PDF capable scanner)

In order to check your hardware specifications, right click on computer and then choose the properties option.

Below is an example of a good configuration:



2. Internet Connection

- At least 512mbps internet connection

3. Software Requirements

- Web Browsers (Internet Explorer, Mozilla Firefox, Google Chrome, Safari)



About Chrome



Google Chrome



Google Chrome is up to date
Version 71.0.3578.80 (Official Build) (64-bit)

Get help with Chrome



Report an issue



Google Chrome

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IMPORT AND EXPORT

About Mozilla Firefox



Firefox Quantum

57.0 (64-bit) [What's new](#)

Downloading update — 3.9 of 45.7 MB

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- **Java Runtime Environment (jre 1.7)**

Can be downloaded: <https://www.java.com/en/download>.

To insure that you will install it correctly, you will have to go through the following steps:

- Remove from your system any old versions of java or version 1.8
- Restart your machine
- Install the correct version of java

How to know which version of java is running on your system:

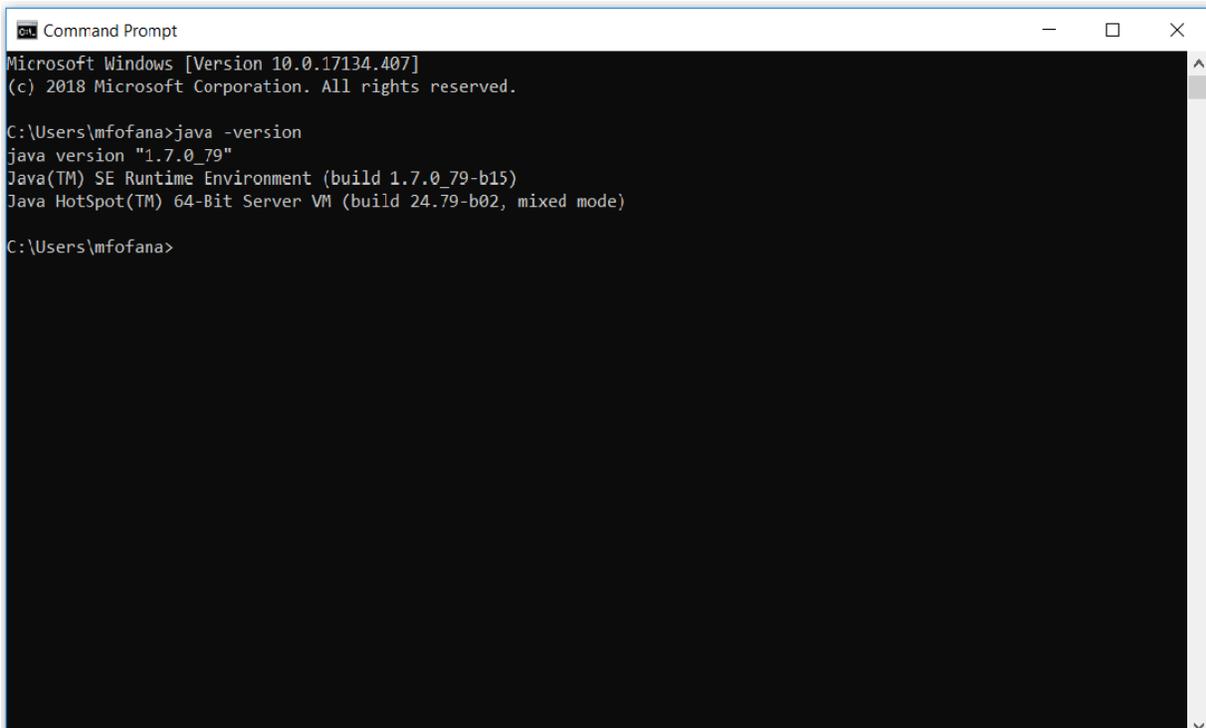
In order to know which version of java is running on your machine;

1. Press window button, then click on **all programs** then choose **Accessories** and finally press on **command prompt**

2. Or press **windows button** plus **letter R** together and then type **cmd**

Type **java -version** and then press enter. “**-version**” is a single word separated by a space from java.

Screen must be as below

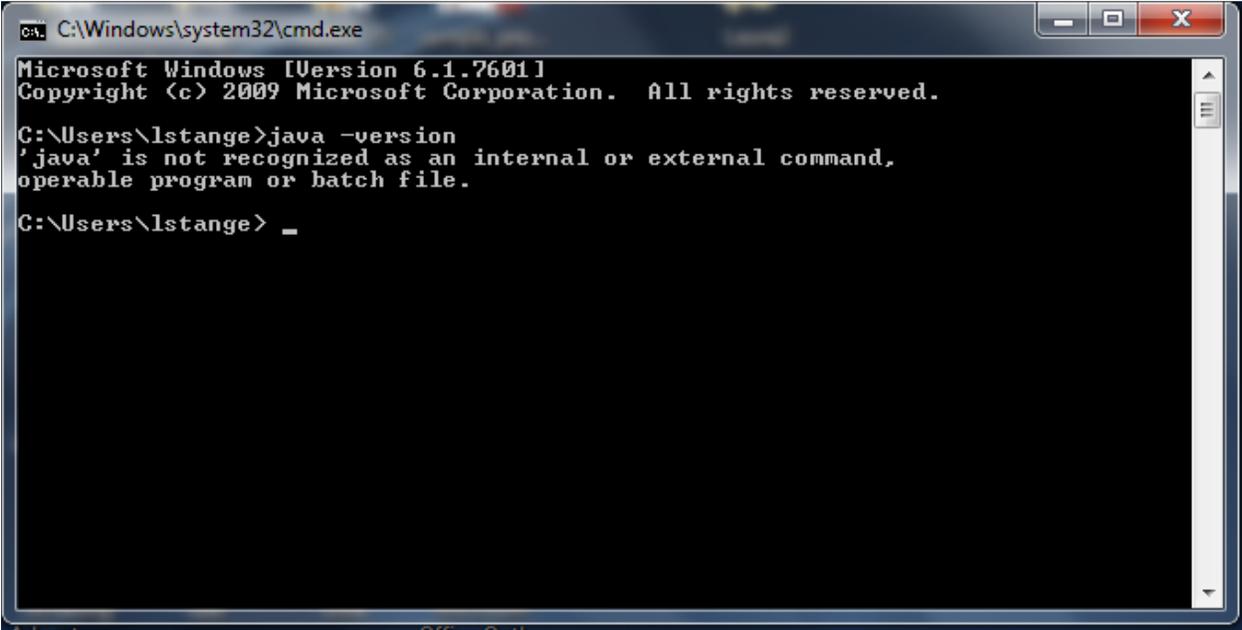


```
Command Prompt
Microsoft Windows [Version 10.0.17134.407]
(c) 2018 Microsoft Corporation. All rights reserved.

C:\Users\mfofana>java -version
java version "1.7.0_79"
Java(TM) SE Runtime Environment (build 1.7.0_79-b15)
Java HotSpot(TM) 64-Bit Server VM (build 24.79-b02, mixed mode)

C:\Users\mfofana>
```

If the system shows that 'Java' is not recognized as an internal or external command, operable program or batch file then your java is not installed yet. That means you can go directly to the installation instruction.



```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\lstange>java -version
'java' is not recognized as an internal or external command,
operable program or batch file.

C:\Users\lstange> _
```

- Acrobat Adobe Reader

Download adobe reader from <https://get.adobe.com/reader/>

Install the adobe reader software.

B. How to Access to the System

In this section, we will assume the following:

- The user fill and submit the ASYCUDA World User Registration form to the ASYCUDA World Project Manager.
- The user's registration form will be verified to ascertain it meet all the minimum requirement for the successful connection and usage of the system.
- User access credentials will be generated and forwarded to the client after all checks are successfully approved.
- The user attended the ASYCUDA World training organized by NRA.

1. Connection Mode

- **ASYCUDAWorld local connection:** For those who are under the government domain or a VPN the user doesn't need internet to connect to ASYCUDA World. It is also the case for all Customs Officers in the quay, Custom House, Airport and all offices of the National Revenue Authority.
- **ASYCUDAWorld Internet connection:** This link will be used most of the time by the Shipping Agents, Importers, Banks and Brokers that are out of the government domain or VPN in their offices or homes or when overseas.

- **ASYCUDAWorld on the Field:** A light version of ASYCUDA WORLD is available for light tablet PCs, PDAs or Smart phones, bringing the power of e-Document applications to your fingertips. It will be enabled only for examination and exit of goods officers.

2. ASYCUDAWorld Portal

ASYCUDA World is accessible through the NRA Website.

Go to www.nra.gov.sl

Point the mouse on **Online Services**

Then click on **Asycuda World**



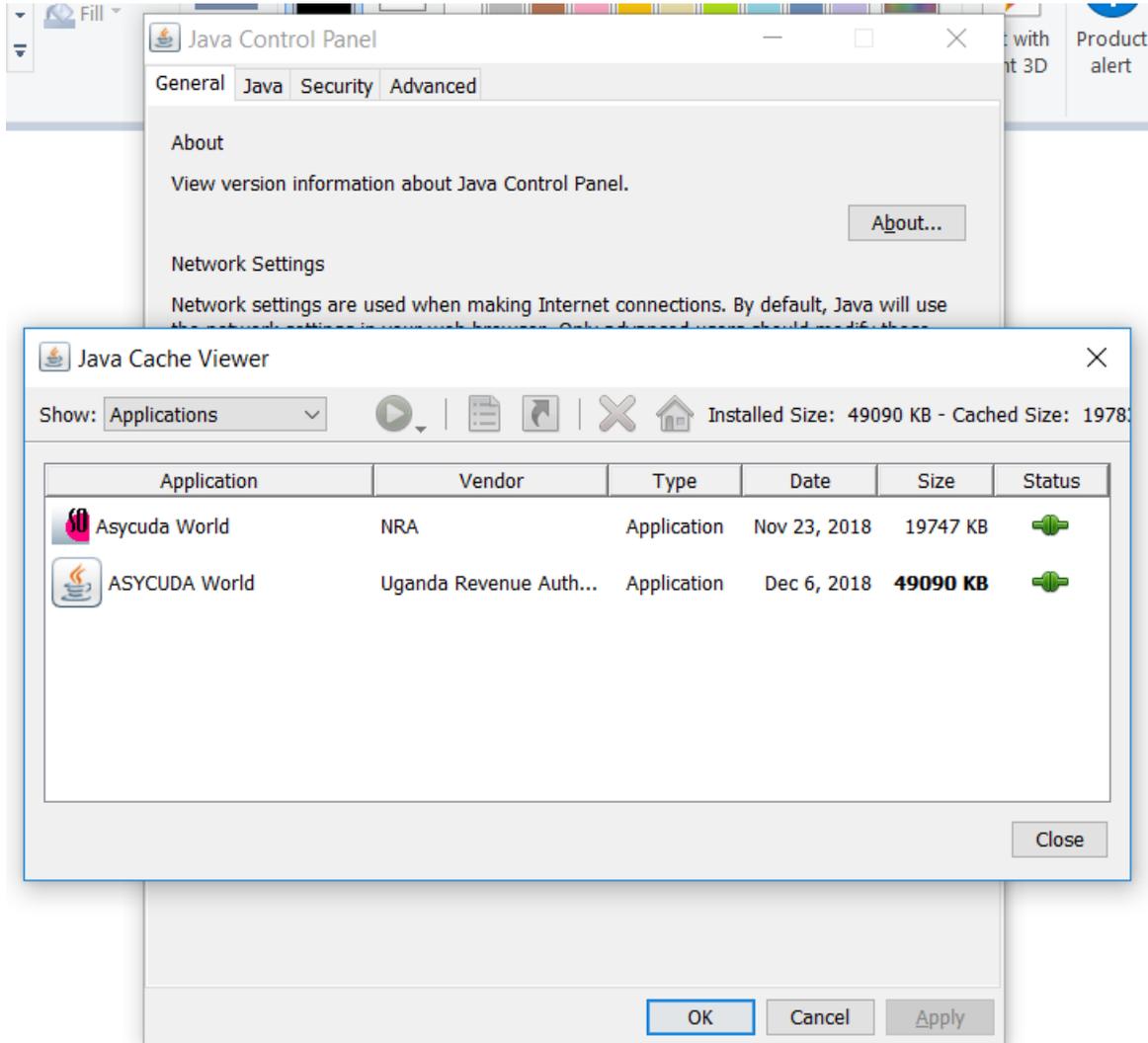
The application will be downloaded. Go to the download folder and locate the java application file AsycudaWorldClient. But before launching the application, please configure your java as instructed below.

3. How to configure your Java Web Start Panel

Before using the system, your workstation /laptop must be configured for java web start panel if you are using a proxy or a direct connection. To do so, Press simultaneously on the window button and the letter R to run the following command:

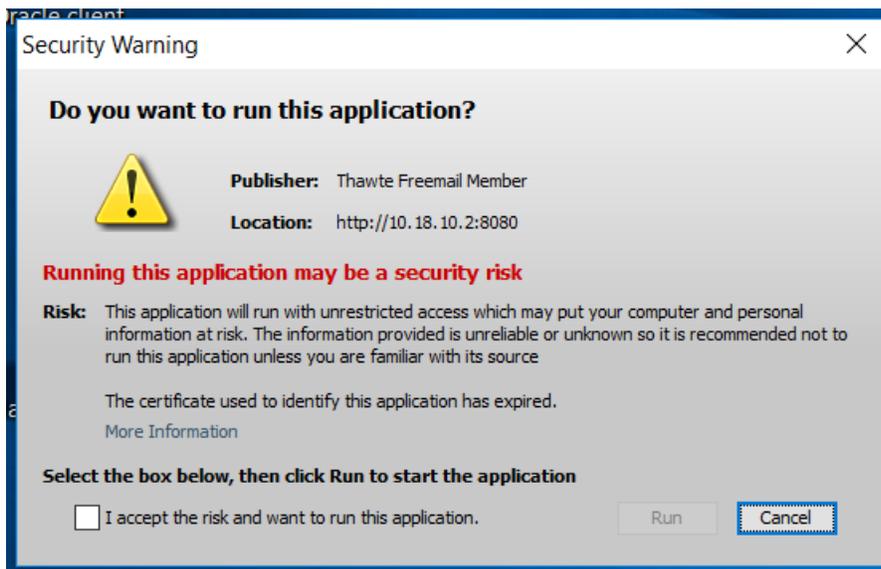
javaws -viewer (-viewer single word separated by a space from javaws)

Then the system will display the **java Cache Viewer** and the **java Control Panel**



Close the Java Cache and keep the Java Control Panel Open. Select the Security Tab and then click on “Edit Site List”. Add the domain name of the Asycuda Server, followed by the port as follow: <http://asycuda.nra.gov.sl> and then click OK.

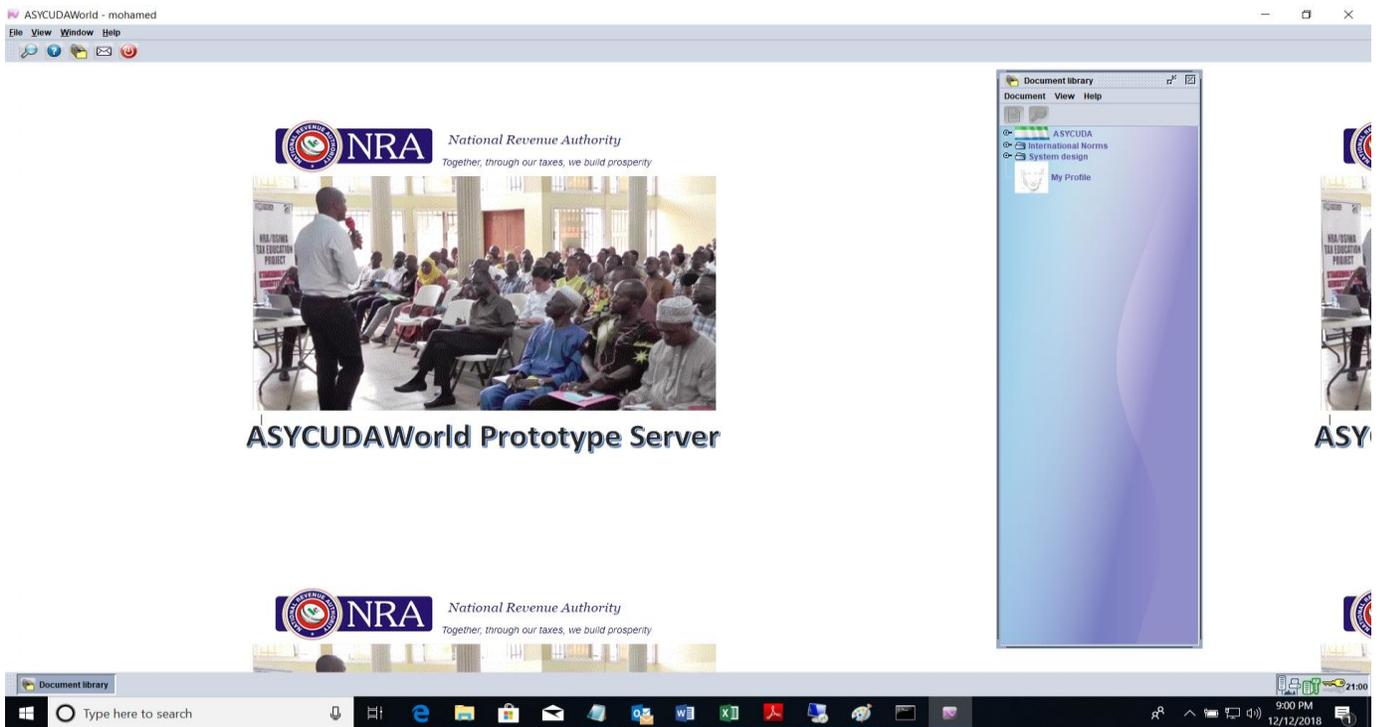
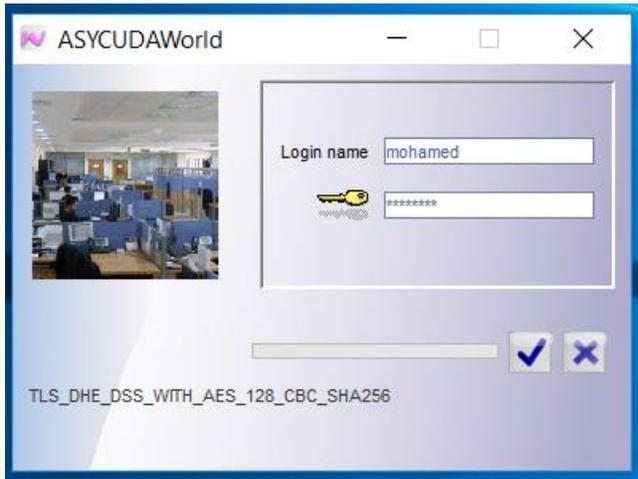
4. Launch the ASYCUDAWorld Application



Accept the risk and run the application.

You will be prompted to provide you login and your password. Mind that the system is case sensitive for both login and password.

Login Screen



Congratulations!!!! You are now connected to ASYCUDAWorld, enjoy your work.

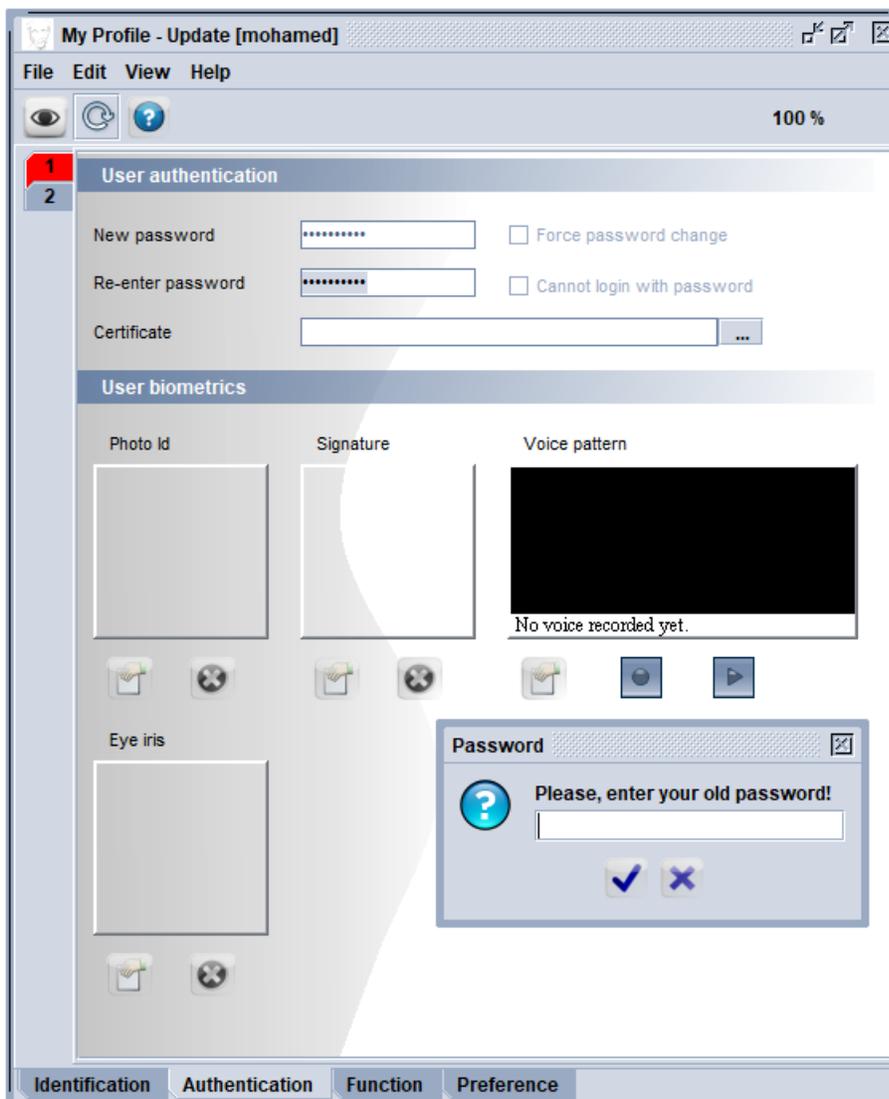
C. Frequently asked questions

1. How to change your password

We strongly recommend to change your default password. To do so, click on the menu to open the document library and right click on My Profile and choose the **Update** option



As shown below, the system will open your profile. User authentication can be accessed from the Authentication form. Then, kindly retype the new password and re-enter it to confirm it. Make sure that you are typing the same password in both boxes and mind that passwords in ASYCUDAWorld are case sensitive. Finally, click on the validate button, the system will ask you to provide your old password as a security issue.

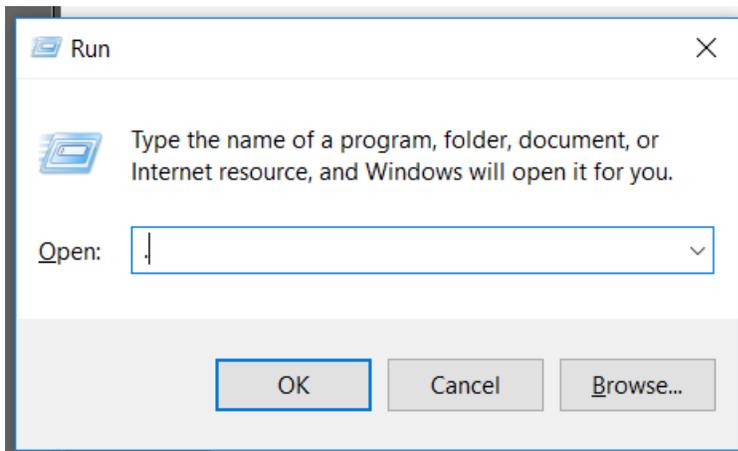


Once you provide it correctly, the system will change your password and you can use it immediately in the next connection to the system.

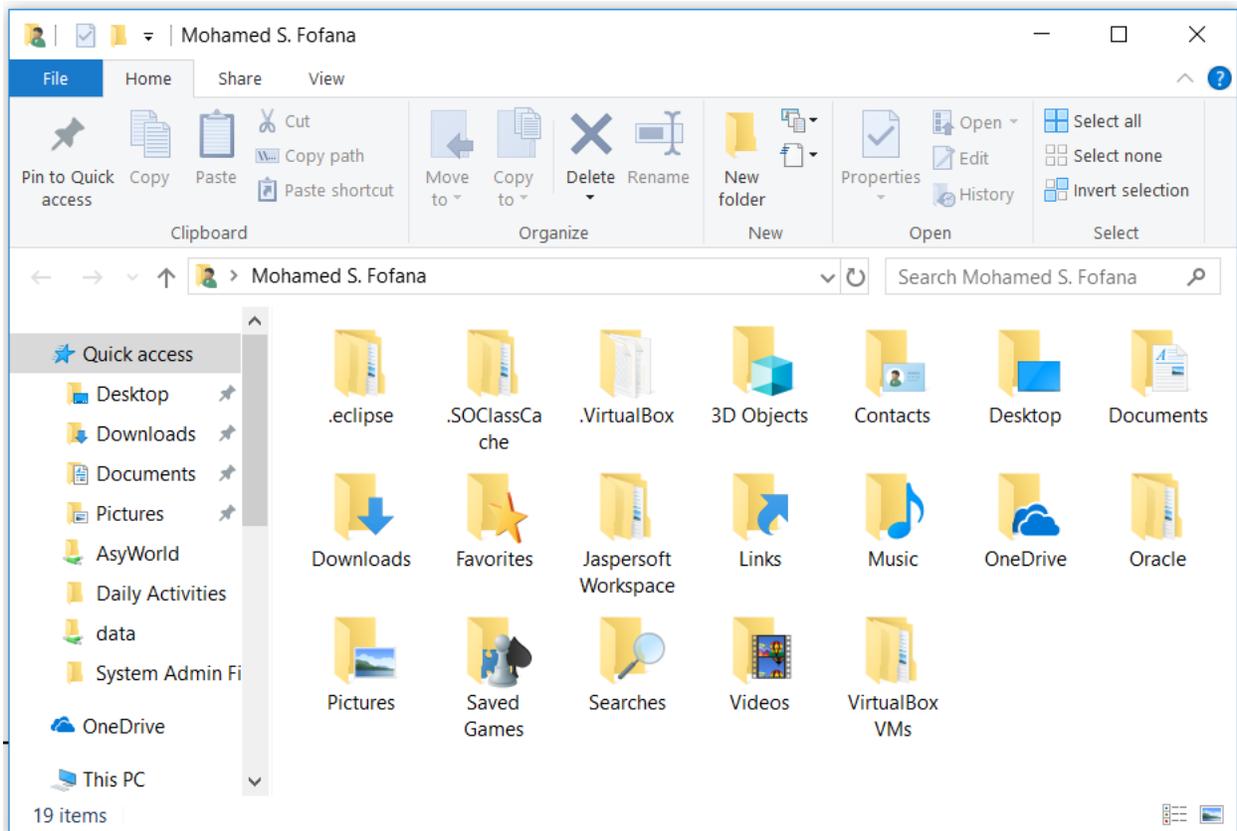


D. Removing the Cache for maintenance

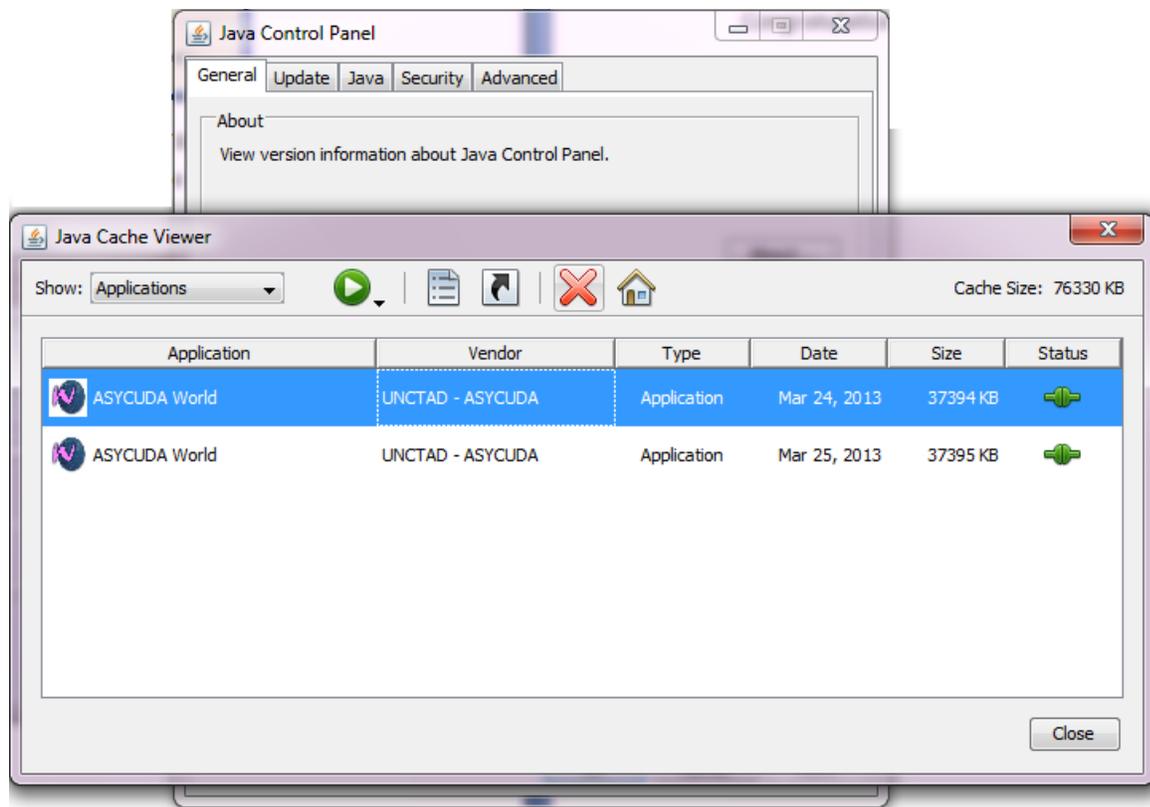
This task should be performed once or twice every month or when the Technical Team request for it to be perform. **You must ensure to disconnected from ASYCUDAWorld.** Once disconnected, go on your user folder or simply press simultaneously on the window button plus the R letter and then type simply a “.” (Dot)



The system will display the folder “**.SOClassCache**” among others. Kindly delete it and then connect again to the application.



Sometimes, the Technical Team will also ask you to remove the cache application from the java cache viewer panel. This will ensure that the next time you connect to ASYCUDAWorld you download again all the application as previously seen, run the command **javaws -viewer**



This time don't close the cache viewer, select all the displayed rows and click on the cross button in Red