

E@syfile Forms Viewer: Error when downloading Forms Viewer

In the latest e@syfile version (V 7.1.6), there is separate software for the Forms Viewer (V 1.3.0). Members have noted that, in some instances, when one tries to open a form in e@syfile, it indicates that the Forms Viewer software must be upgraded to V1.3.1. A download button is available, however, when clicked, it returns an error.

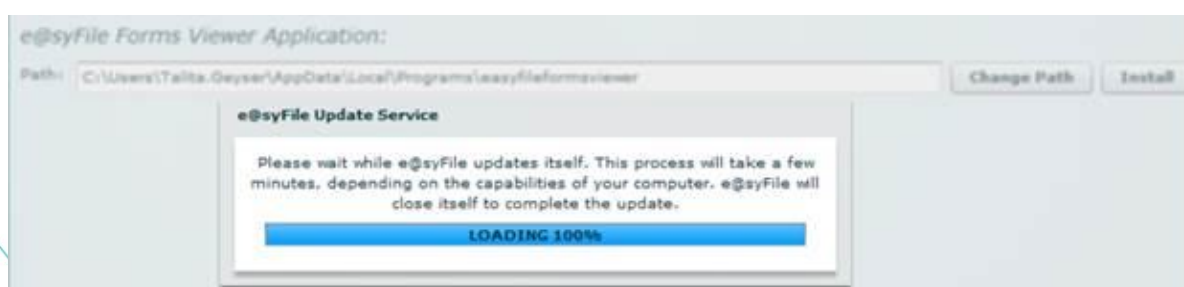
SARS has issued proposed fixes that may be of use should taxpayers come across a similar issue. Please make a backup of e@syFile and then follow the below steps:

OPTION A

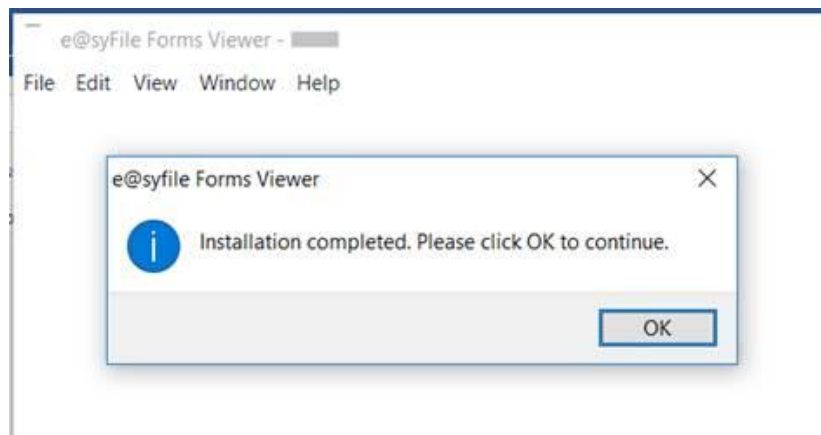
1. Log on to e@syFile, and navigate to System Configuration under Utilities.
2. Click on Install next to e@syFile Forms Viewer Application.



3. Once the Forms Viewer download is complete, the installation should continue automatically.



4. Click on 'OK' and close the Forms Viewer after the installation completed successfully.



5. Then try again.

OR (If the above option does not work)

OPTION B

The below steps have to followed exactly:

1. Uninstall **all** versions of Java as well as e@syFile and e@syFile FW from the Control Panel>Programs and Features. No Oracle Java should remain.
2. Please also scroll right to the bottom and see if there is a Zulu JRE also installed. SARS moved away from Oracle Java in December last year. If there is, uninstall this as well.
3. Restart the PC (**Most Important**).
4. Download e@syFile from the eFiling website, install it and click 'Yes' to install Java if you are asked to. You should also be asked to install the new HTML5 Forms Viewer component which will be required for the declaration submission or resubmission.
5. Then try again.

OR (If the above option does not work)

OPTION C

If you struggle to implement any of the above fixes, please check if your Firewall is not blocking the forms viewer App from opening. You will need to allow the App in the Firewall – the path is as follows:

- C drive-User - Appdata – Local – Programs – E@syFile Viewer – Select the Icon to add and then see if it opens

If you have concerns regarding allowing access to this, please check with your IT service provider before taking the above step.