Tax Tip – 25 April 2019

E@syfile

Some members have noted that they are experiencing difficulties accessing the SARS E@syfile system. The below tips sent to us by a SARS E@syfile consultant may assist in this regard.

If you are running a 64 bit operating system:

1. Check in the control panel Home page and Program and features to identify which version of Java is on your system

2. If you have a current 64 x, then follow the process below to re-install e@syFile

   - Open the e@syFile setup 6.9.4 and run it again. Say yes to the Java installation when prompted and when it prompts to uninstall - DONT!

   - Select - RUN application

3. If it's a 7 update 80, then install the latest version from the link below

   - https://www.oracle.com/technetwork/java/javase/downloads/jre8-downloads-2133155.html

4. If the above still does not work, uninstall all the Java applications from your computer and load a 64x.exe from the link and try again

If you are running a 32 bit operating system:

1. It's best to remove all the Java applications and then re-install e@syFile as per below:

   - Open the e@syFile setup 6.9.4 and run it again. Say yes to the Java installation when prompted and when it prompts you to uninstall - DONT!

   - Select – RUN application