

Appendix C : Troubleshooting

C.1 Error at the ticket certification

Please check the following setup of the browser.

Setting	Value
Active X control and execution of plug in	Valid
The Active X control marked safe even if it performs a script	Valid
Download signed Active X control	Display dialog box
Microsoft VM	Permit Java
	Safety-High
Script of Java applet	Valid
Active script	Valid
Permission of the attachment processing in a script	Valid

C.2 The browser does not support cookies.

When “**403 Forbidden.** “ is shown up after your ID and password are input,
-> Set your browser to “**Receive Cookie**”.

If your browser is IE 5:

1. Select “Internet Option” from “Tool” menu.
2. Open “Security” tab and set the security level of Internet zone to “Medium”

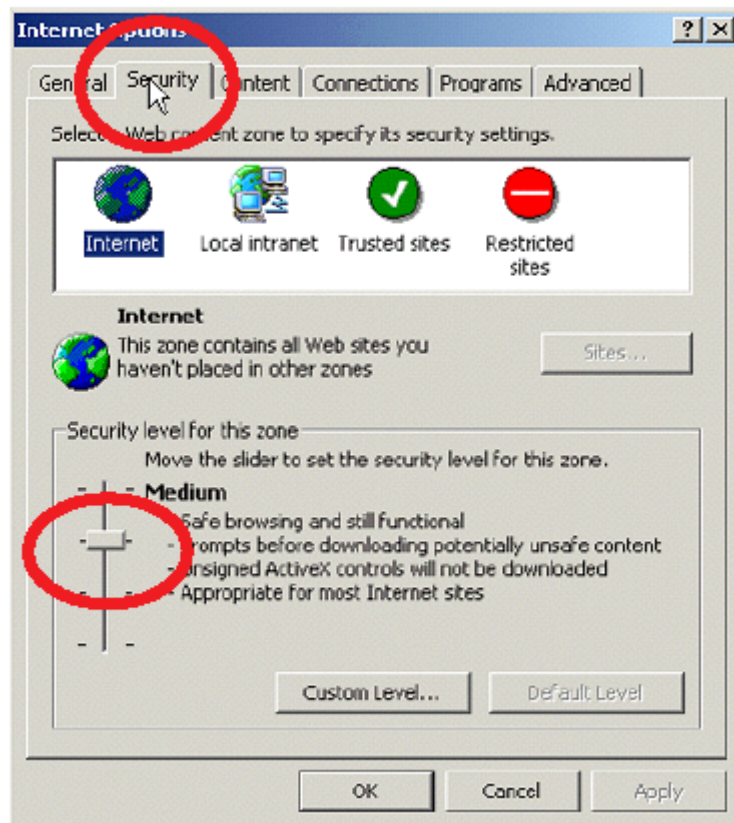


Fig.18 Internet Options (IE5.5)

If your browser is IE 6:

1. Select “Internet Option” from “Tool” menu.
2. Open “Privacy” tab (Caution: Different from IE5) and set the security level of Internet zone to “Medium”.

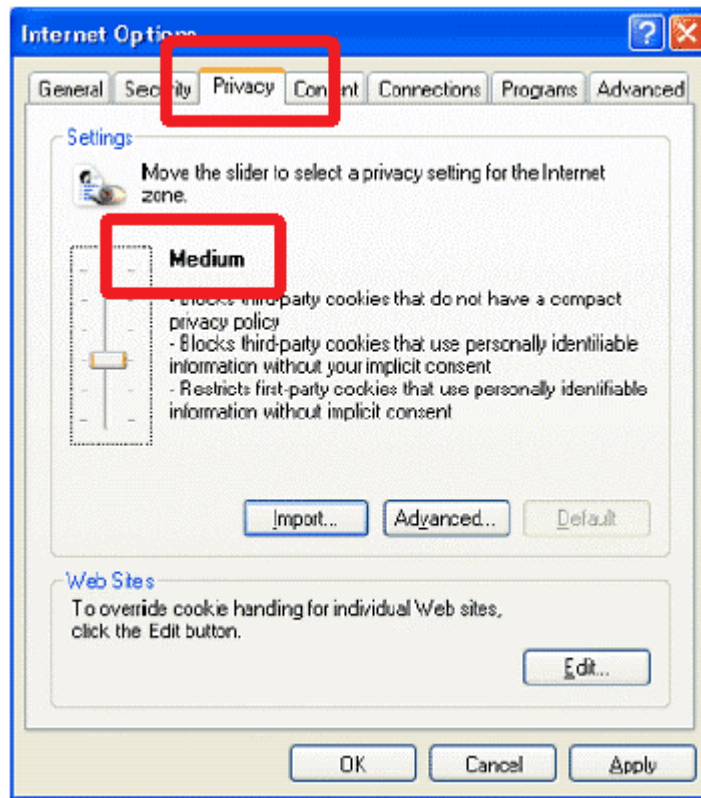


Fig.19 Internet Options (IE6.0)

Please refer to the following 3 and 4, if “Settings of Privacy” is set to “Custom”.

3. **If there is no slider and this setup is set to “Custom”, please push “Advanced “ button (the following figure).**

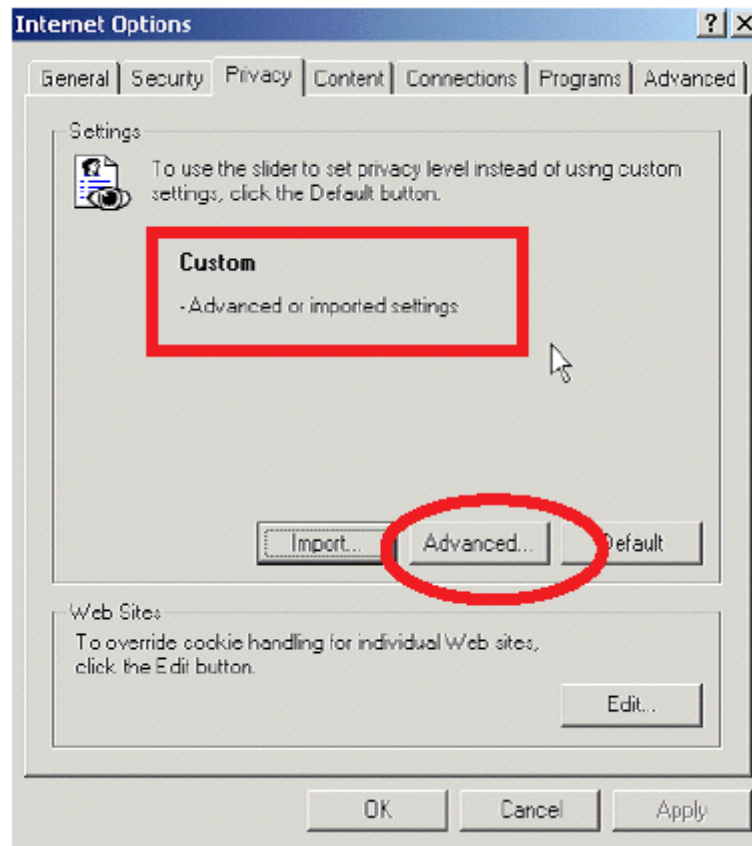


Fig.20 Internet Options (IE6.0)

4. If you click “Advanced” button, a dialog box for “Advanced privacy Settings” is shown. **It is necessary to check at least “Always allow session cookies” (the following figure).**

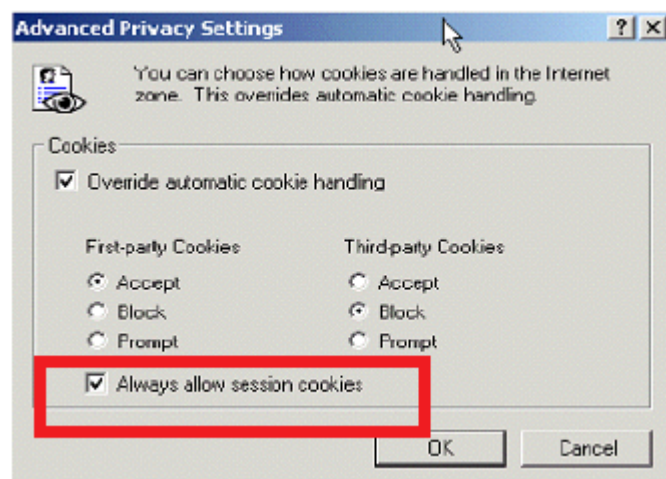


Fig.21 Advanced Privacy settings (IE6.0)