

## Appendix D: “Tickets” trouble shootings

### Trouble 1.

Though you've been able to use this system without problems, the error message for the ticket comes to be displayed from a certain time.



### Action 1.

As the ticket may be broken for some reason, please contact with Kubota Global Network Support center mailto: <k-iss@kubota.co.jp> to initialize your ticket and after that please regenerate your ticket.

### Example 1-1.

It is highly likely that the ticket will be broken when you click “Reload” button on the browser while the certification process is in progress.

### Example 1-2.

Assuming that you save the ticket in the hard disk and in case you attempt to move the ticket to other computer, the ticket may be broken due to some kind or another mis-operation.

### Example 1-3.

When you attempt to move the ticket temporarily to other computer and you don't delete the ticket from the original computer, the ticket may be broken due to some kind or another mis-operation.

**Trouble 2.**

The certification screen comes to be in a loop state (the certification screen is displayed repeatedly) and K-ISS login screen is not displayed.

**Action 2.**

Make sure the cookie setting of the browser is correct (Please refer to Appendix C)

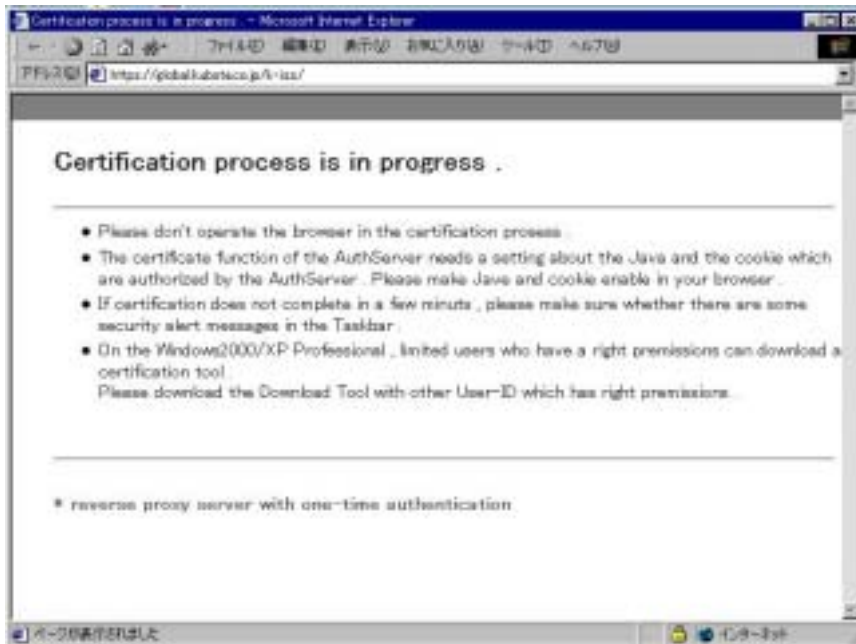
**Example 2.**

The browser may be set not to accept cookies.

**Trouble 3.**

The certification screen comes to be in a loop state (the certification screen is displayed repeatedly) and then the error page of the ticket comes to be displayed.

After that the error page comes to be immediately displayed after the certification screen is displayed.

**Action 3.**

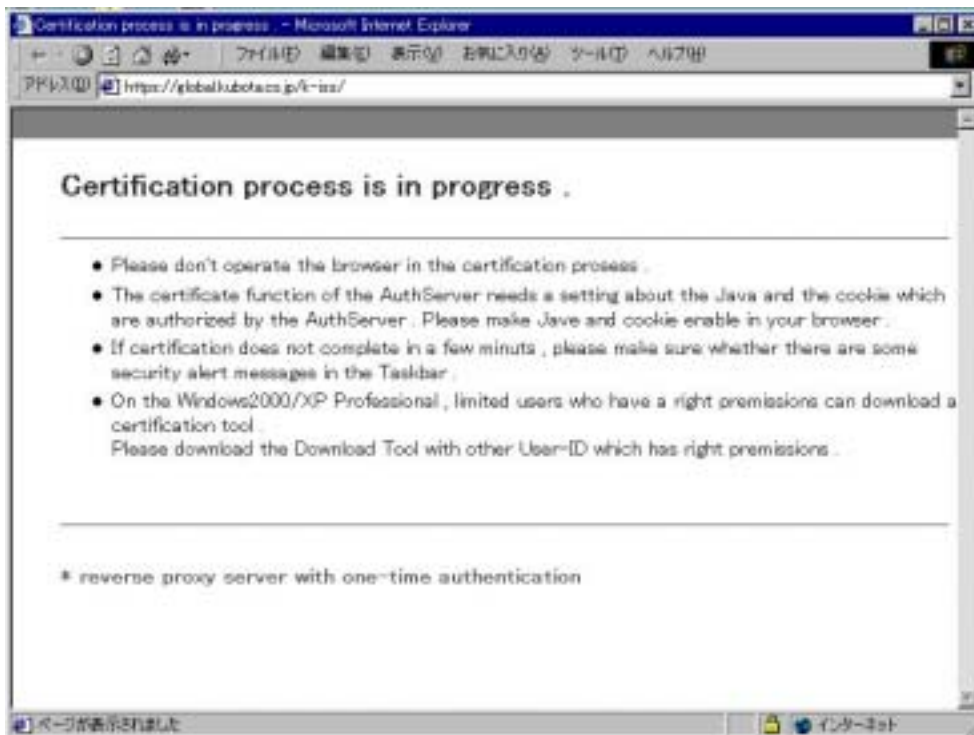
Make sure the cookie setting of the browser is correct (Please refer to Appendix C). As the ticket may be broken, please contact with Kubota Global Network Support center (mail: k-iss@kubota.co.jp) to initialize your ticket and please regenerate your ticket.

**Example 3.**

The browser may be set not to accept cookies. Under the condition of a loop state (the certification screen is displayed repeatedly), the ticket may be broken due to the certification failure caused by the number of times of certification process. (You can generate the ticket even if the browser is set not to accept cookies. But to access K-ISS you have to set the browser to accept session cookies always)

**Trouble 4.**

Though the certification screen is displayed, certification process stops without any error message.

**Action 4-1.**

Update Microsoft JAVA VM through Windows Update <<http://windowsupdate.microsoft.com/>>. (Please refer to Appendix H)

**Action 4-2.**

Download and install SUN JAVA Plug-in from <<http://java.sun.com/getjava/>>. (Please refer to Appendix B)

**Example 4-1.**

In rare cases, there is some pairing between IE and Microsoft JAVA VM that the ticket does not work accurately. (Depend on the version of IE and JAVA VM)

**Example 4-2.**

Microsoft JAVA VM may not work accurately

**Trouble 5.**

The error message “Failed in authentication” is displayed at “Ticket Generating Page”.

**Action 5-1.**

Contact with Kubota Global Network Support center (mail: k-iss@kubota.co.jp) and confirm whether the password that is notified to you is correct or not.

**Action 5-2.**

Update Microsoft JAVA VM through Windows Update <<http://windowsupdate.microsoft.com/>>. (Please refer to Appendix H)

**Action 5-3.**

Download and install SUN JAVA Plug-in from <<http://java.sun.com/getjava/>>. (Please refer to Appendix B)

**Example 5-1.**

There is a discrepancy between the password that is actually set up and that is notified

**Example 5-2.**

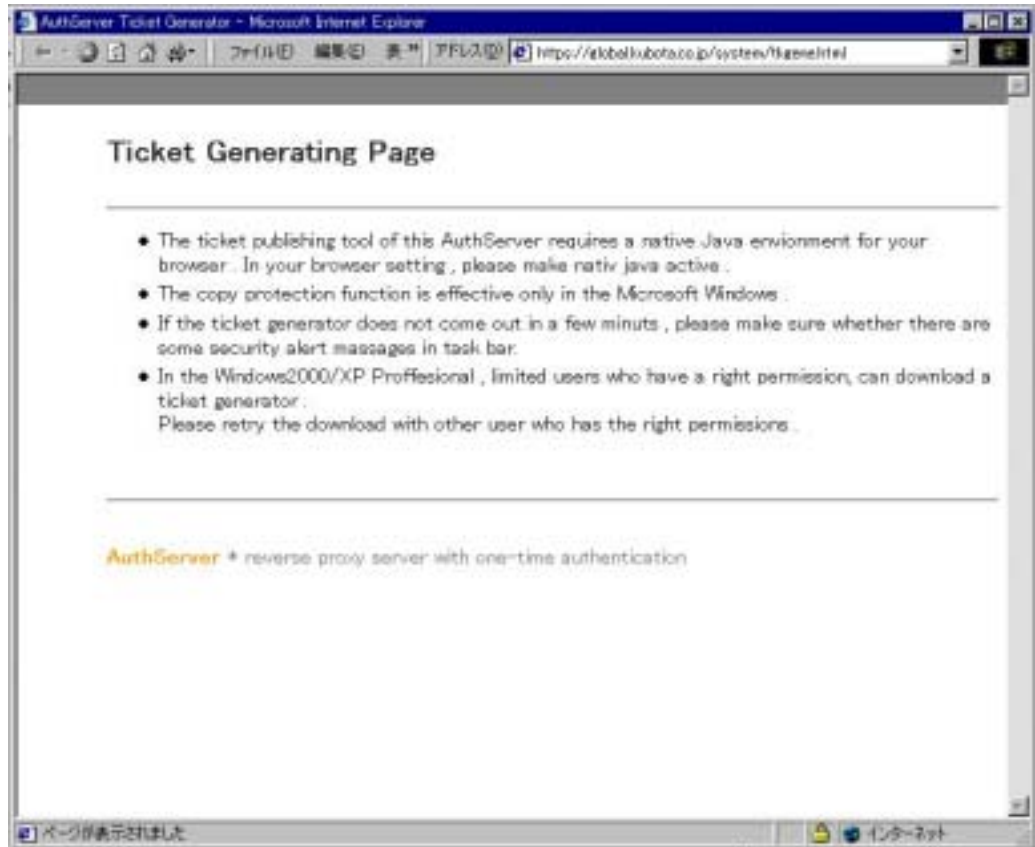
You may enter the wrong password.

**Example 5-3.**

In rare cases, the ticket does not work accurately on a certain version of JAVA VM (Microsoft/Sun).

**Trouble 6.**

Cannot see any place for entering user ID and password nor ticket generation button on the Ticket Generating Page.

**Action 6-1.**

Check the browser is set to enable JAVA. (Please refer to Appendix G)

**Action 6-2.**

If Microsoft JAVA VM works on your computer, please download the applet for ticket generating with the account that has administrator authority. (Please refer to Appendix F. You do not have to generate the ticket with administrator authority but you have to download the applet that can be done by the administrator authority only.)

**Action 6-3**

Update Microsoft JAVA VM through Windows Update <<http://windowsupdate.microsoft.com/>>. (Please refer to Appendix H)

**Action 6-4.**

Download and install SUN JAVA Plug-in from <http://java.sun.com/getjava/>. (Please refer to Appendix B)

**Example 6-1.**

If your user account for login to Windows does not have administrator authority, you cannot download any JAVA applet

**Example 6-2.**

Your PC may not be installed any JAVA VM.

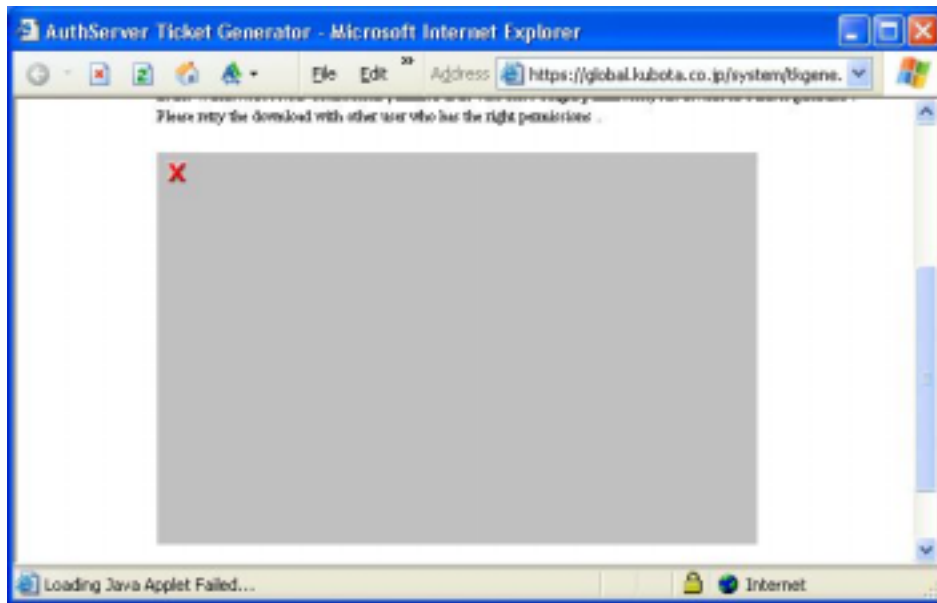
**Example 6-3.**

In rare cases, there is some pairing between IE and Microsoft JAVA VM that the ticket does not work accurately. (Depend on the version of IE and JAVA VM)

\*Please refer to Page 4 for the correct screen.

**Trouble 7.**

You cannot see any place for entering user ID and password nor ticket generation button on Ticket Generating Page. And you can see a small “X” mark on the screen.



Action 7-1.

Change JAVA VM from Sun to Microsoft. (Please refer to Appendix H)

Action 7-2.

Update Sun JAVA Plug-in through <http://java.sun.com/getjava/>. (Please refer to Appendix B)