I. What is “Terminal certification error”

When the Licensee uses WEB-EDI system, if the terminal information is different from the first-time login, “Terminal certification error” is displayed.

Note: In addition to the user and password authentication, WEB-EDI system performs the certification of terminal information. By binding the user and terminal used to prevent malicious use, so as to strengthen the system security. Therefore, even the User-ID and Password are correct, “Terminal certification error” will be displayed and the user cannot login successfully when the terminal information is different from the first time login terminal’s. (Such as Hardware, OS, Network Environment, etc.)

II. When the “Terminal certification error” occurred

When the “Terminal certification error” occurred during WEB-EDI system login, please follow the procedure below to distinguish the cause and implement the countermeasure.

<Procedure Flow>

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“Authentication Error” Occurred

Whether the terminal in use is different from the usual used one?
Yes → Go to Procedure-1
No

Whether the usual used terminal has been changed or replaced?
Yes → Go to Procedure-2
No

Whether the Operating System has been reinstalled?
Yes → Go to Procedure-3
No

Go to Procedure-4
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<Procedure>

If the problem still cannot be resolved even after procedure-1 to 4 has been performed, please contact JCB WEB-EDI help desk.

#Procedure-1 (When the terminal in use is different from the usual used one)
Please use the usual used terminal to access WEB-EDI. Or please ask JCB to reset the terminal information and try to login again whenever the terminal in use is different from the usual used one.

#Procedure-2 (When the usual used terminal has been changed or replaced) Or
#Procedure-3 (When the Operating System has been reinstalled)
Please ask JCB to reset the terminal information and try to login again.

#Procedure-4
Since the following cases could be considered, please confirm with your system administrator and contact JCB WEB-EDI help desk.

- Case-1 (When the LAN board has been changed or replaced)
Please ask JCB to reset the terminal information and try to login again.

- Case-2 (When there are 2 or more internet connections thru LAN or Wireless LAN interfaces)
Please remove those unused LAN or Wireless LAN connections Or disable the unused LAN or Wireless LAN connections before accessing WEB-EDI system and try to login again.
If "Terminal certification error" still show up after above action has been done, please ask JCB to reset the terminal information and try to login again.

- Case-3 (When there are 2 or more operating systems installed on the terminal)
Please switch to the operating system which was used for the first time login and try to login WEB-EDI system again. If "Terminal certification error" still show up after above action has been done, please ask JCB to reset the terminal information and try to login again.

- Case-4 (When the used network adapter is a kind of each time a system reboot will cause the LAN configuration information change.)
Please ask JCB to reset the terminal information after disable or uninstall the network adapter, and then try to login again.

- Case-5 (When there is disabled network adaptor on the device.)
The event has been reported that the disabled network adaptor is activated due to Windows 10 updates.
In this case, please reset the network adaptor to "disabled" and attempt to login.
But if "Terminal Certification Error" is displayed even after resetting the network adaptor to "disabled", please seek assistance from JCB to reset the terminal certification and kindly attempt to login again after it is completed.

JCB Web-EDI Help Desk Contact
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※ Reception Time : 09:00 - 17:00 (JST) (except for the weekend, Public holidays, year-end and New Year holidays)
Any inquiries that submitted other than reception time will be replied in the next business day.