

Common Error Messages

• Login Window

Message	Invalid credentials
Cause	The username or password you entered is incorrect
Advised Action	Please make sure that your password and ID are correctly entered. Please note that capital letters and small letters are distinguished. If you forgot your ID, please contact your local K-ISS administrator or email directly to k-iss@kubota.co.jp If you forgot your password., please click "forgot your password ?" to obtain temporary password.

Message	Password must be changed.
Cause	You logged in with temporary password. Please set a new password.
Advised Action	By clicking "OK." You will jump to user password change window. Please change your password there.

Message	Exceed password retry limit. Please try later.
Cause	A wrong password has been entered 5 times. Your account has been locked for the secure purpose.
Advised Action	Please try again in 30 minutes. If you are in a hurry, please contact the K-ISS administrator in your department.

Message	Account inactivated. Connect system administrator.
Cause	Your user ID has been deactivated for some reason.
Advised Action	Please contact the K-ISS administrator in your department.

Screen Transition	After entering ID and password, you were asked to renew your password.
Cause	Your password has expired.
Advised Action	Please renew your password.

If above messages are shown, please contact your local K-ISS administrator or email directly to k-iss@kubota.co.jp

• Password Reminder Window

Message	User ID or E-Mail address is invalid
Cause	The username or password you entered is incorrect
Advised Action	Please make sure that your password and ID are correctly entered. Please enter the e-mail address that you chose when registering K-ISS. If you forgot your password, please contact the K-ISS administrator in your department.

Message	Password successfully changed.
Cause	Your password has been successfully changed. This is Not an error.
Advised Action	Temporary password will be sent shortly. Please log in with the temporary password.