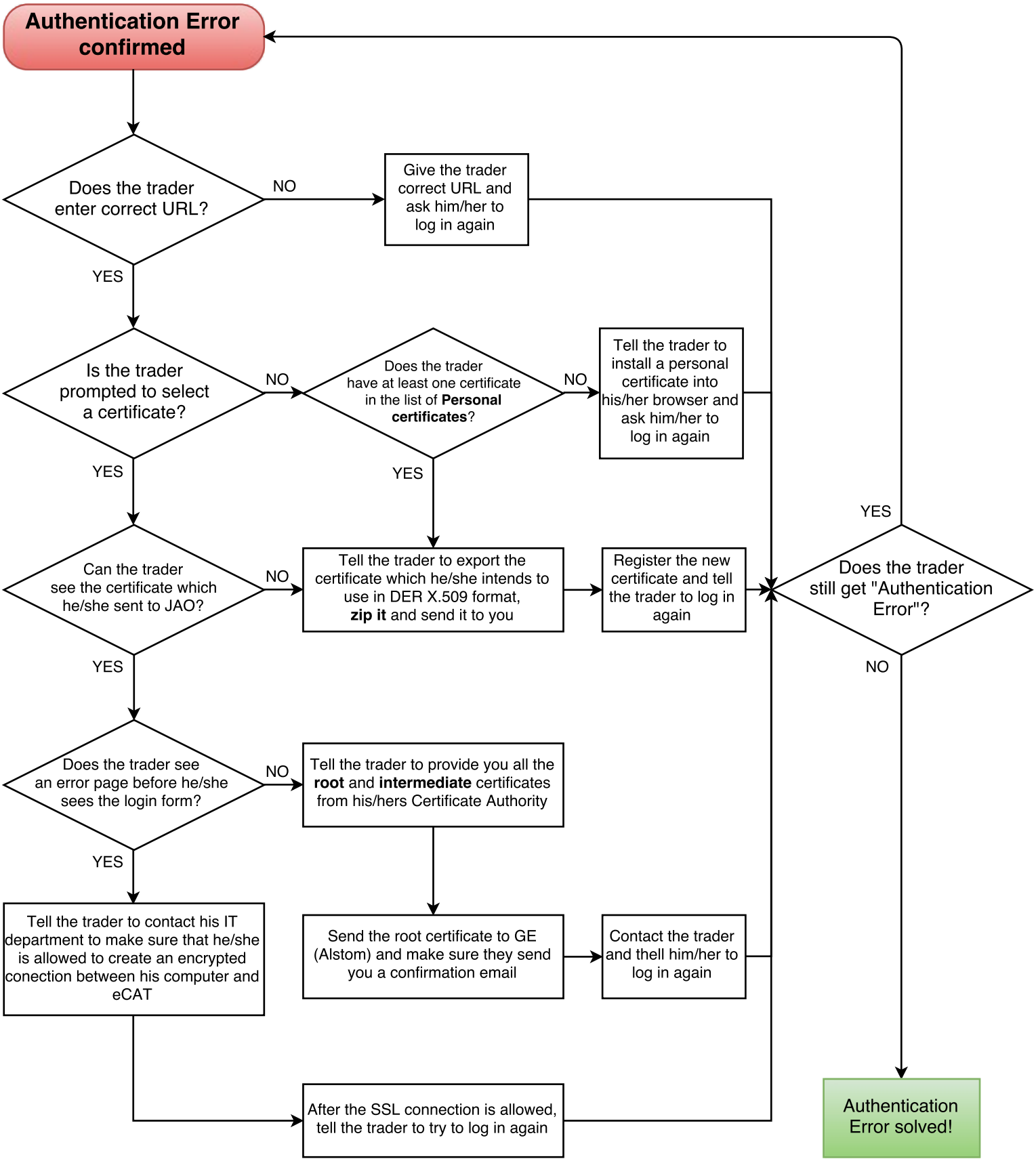
Authentication Error confirmed
Does the trader enter correct URL?
NO
Give the trader correct URL and ask him/her to log in again
YES
Is the trader prompted to select a certificate?
NO
Does the trader have at least one certificate in the list of **Personal certificates**?
NO
Tell the trader to install a personal certificate into his/her browser and ask him/her to log in again
YES
YES
Can the trader see the certificate which he/she sent to JAO?
NO
Tell the trader to export the certificate which he/she intends to use in DER X.509 format, **zip it** and send it to you
Register the new certificate and tell the trader to log in again
YES
Does the trader still get "Authentication Error"?
YES
NO
Does the trader see an error page before he/she sees the login form?
NO
Tell the trader to provide you all the **root** and **intermediate** certificates from his/hers Certificate Authority
YES
Tell the trader to contact his IT department to make sure that he/she is allowed to create an encrypted conection between his computer and eCAT
Send the root certificate to GE (Alstom) and make sure they send you a confirmation email
Contact the trader and thell him/her to log in again
After the SSL connection is allowed, tell the trader to try to log in again
Authentication Error solved!