

AS2

Q&A

(Rev_3.0)

MITSUBISHI MOTORS
SERVICE ENGINEERING

Mitsubishi Internal

AS2 FAQ

No.	Question	Answer
1	What is AS2	AS2 stands for After Sales Authentication System (ASAS=AS2)
2.	How to register with AS2.	<u>For MMC authorized distributors or dealers.</u> Please refer to the documents "22-008_Introduction of Authentication System for After-Sales operation" on GSIS. <u>For MMC relevant companies.</u> Please contact MMC.
3	What is user level	Available user levels are Level 3 and Level 4. <u>Level 3 can :</u> Perform user management (add/delete Level 4) as a representative in your workshop or company. Access MMC after-sales systems through Web browser functions <u>Level 4 can :</u> Be created by Level 3. Access MMC after-sales systems through Web browser functions.
4	How to add user accounts.	<u>For Level 3</u> Please confirm the application sheet and ask MMC with it. <u>For Level 4</u> Please ask your Level 3 user to add.
5	What is type of email address (For Level 4 only)	When registering your information with AS2, you are asked to choose the type of email address "Personal" or "Group". If "Personal" is chosen, notification of AS2 is emailed to the registered email address. If "Group" is chosen, a part of notification of AS2 is emailed to your Level 3 user's email address
6	Lost the notification of login ID / initial password.	<u>For Level 3</u> Please ask MMC with the following information. - Last name and First name - Email address - Company name <u>For Level 4</u> Please ask Level 3 to confirm Level 4's login ID and carry out "Forgot Password" on the Login screen.
7	Any problem leaving the registration initial without log in AS2.	MMC will delete the login ID if the registration is still initial after 6 months pass.
8	Forgot Password.	Please carry out "Forgot Password" on the Login screen.

No.	Question	Answer
9	Forgot login ID.	<p><u>For Level 3</u></p> <p>Please ask MMC with the following information.</p> <ul style="list-style-type: none"> - Last name , First name - Email address - Company name <p><u>For Level 4</u></p> <p>Please ask Level 3 to confirm Level 4's login ID.</p>
10	Can't login AS2.	<p>Please check if you can access the account menu</p> <p>If the account menu is not accessible, It is expected that the settings of network connection are not correct. If some error screen is displayed, please refer to next page. If any error screen is not displayed, please check that the other web sites are accessible first and then contact MMC with details.</p> <p>Note: Do Not bookmark specific MMC web pages that are after AS2 authentication process successes.</p>

Error screen

Screen	Cause
<p>AS2ERR02001E</p> 	<p>This error may be caused by the following reason.</p> <ul style="list-style-type: none"> - Incorrect combination of login ID and password. <p>Please be sure to check single-byte characters, uppercase letters, lowercase letters, symbols, numbers, etc.</p>
<p>AS2ERR01001E</p> 	<p>This error may be caused by the following reason.</p> <ul style="list-style-type: none"> - Making mistakes to enter login ID or password many times. <p>If you forget login ID or the registered email address, please contact your Level 3 user or MMC</p>
<p>AS2ERR10001E</p> 	<p>This error may be caused by the following reason.</p> <ul style="list-style-type: none"> - The URL you try to access is a specific MMC webpage that is after AS2 authentication process successes. <p>If you want bookmark MMC webpages, please follow the direction by the window person of MMC's relevant systems.</p>
<p>AS2EAA01001E</p> 	<p>This error may be caused by the following reasons.</p> <ul style="list-style-type: none"> - IP address changed with using a proxy server, etc. - Login on IE mode.

Screen	Cause
<p>ASERR10005E</p>  <p>AS2</p> <p>Authentication Error</p> <p>An authentication error has occurred. It is required to select the correct certificate. Please click the close button "X" on the top right of this window. Then close the application you are working on once and execute your job again. If you do not install your AS2 Certificate, install it by following the instruction in the mail from the AS2-CA system.</p> <p>For Users in the US, Canada, Puerto Rico and Mexico, follow the instructions in the email sent by "MMNA-Diamond Network Hotline" to your MDL Service email account to install your certificate(s). Please contact the MDL hotline if additional help is required. (AS2ERR10005E)</p>	<p>This error may be caused by the following reasons.</p> <ul style="list-style-type: none">- None of AS2 Certificates are selected.- AS2 Certificate is wrongly selected. <p>Solution:</p> <p>Turn off the active related application like MUT or DXA. Restart the app then login with selecting a correct AS2 Certificate.</p>