

Error Messages and Resolutions

Log in error (Message No. 001)

ログインエラー Log in error (Message No. 001)

ログインできませんでした。以下いずれかに該当します。
Log in failed. Refer to the below for the resolution.

- ダウンロードIDまたはパスワードが間違っています。
Confirm the download ID and password are correct.
- ダウンロード期限が切れています。
The download link has already been expired. Contact NEC Japan sales representative of your region.

[> ログイン画面に戻る Return to log in page](#)

1. Confirm the download ID and password are correct (case sensitive).
2. The download link has already been expired (it expires in 30 days). Contact NEC Japan sales representative of your region.

Click [Return to log in page] to go back to the log in page.

Access error (Message No. 003)

アクセスエラー Access error (Message No. 003)

不正な画面遷移が発生しました。再度ログインしてください。
There occurred an error moving to a new page. Click the link below and retry the log in.

[> ログイン画面に戻る Return to log in page](#)

There occurred an error moving to a new page. Click [Return to log in page] and retry the log in.

Server error (Message No. 004)

サーバーエラー Server error (Message No. 004)

システム障害が発生しました。しばらく経っても改善しない場合は弊社窓口までお問い合わせください。
There occurred an error on the server. Wait for a while and retry the log in.

[> ログイン画面に戻る Return to log in page](#)

There occurred an error on the server. Wait for a while and retry the log in.

It takes a long time to get the link to download the items after clicking [Confirm] button

The process is taking time to generate URL (approximately 1 minute for 4GB package). Wait for a while to get the link.

The quantity of the extracted item does not match to the number purchased.

From August 27, 2017, the multiple files with the same contents ([invariable file] in the Service Download Instructions) are slimmed and simplified to a single file. You may copy the file up to the number of the quantity you purchased.

The download failed.

Retry the download before the download link expires. If there are several items to download, try downloading one or two at a time.

The downloaded file is not found.

Look for the default download folder of your browser.

In Windows, the default folder is C:¥Users¥<your user account>¥Downloads.

The unzipped file has a character corruption.

Use the zip archive utility that supports Shift_JIS character code.

The zip file cannot be extracted successfully; re-downloading does not help.

Use the zip archive utility that supports ZIP64 format.

If a file to be downloaded exceeds 2GB in its size, the file format becomes ZIP64.

Note that the built-in archive utilities in Windows XP and 2003 do not support ZIP64.