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**PARTNER•24**

## **Error message resolution**

Version: 2.11 (17 July 2015)  
Owner: CEN7350\_03  
File name: FAQ

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## 1. Introduction

This document is a list of frequently asked questions and answers to them related to logging in to the Partner24 application, including logging in using a temporary password and obtaining a certificate necessary for logging in. It describes situations you may come across while working with the application.

### 1.1. Important

Correct functioning of Partner24 requires installation of the current installation package. There are different packages for logging in using a hardware and a software certificate.

The package for the software certificate:

[https://partner24.csas.cz/stat/P24\\_Instalace\\_SW.exe](https://partner24.csas.cz/stat/P24_Instalace_SW.exe)

The package for the hardware certificate:

[https://partner24.csas.cz/stat/P24\\_Instalace\\_HW.exe](https://partner24.csas.cz/stat/P24_Instalace_HW.exe)

If you have a problem in the course of logging in, first try to repeat the whole operation. If the problem perseveres, make sure you have installed the current version of the installation package (download the current version from the link above and install it). For problems listed in this document, we assume that you already have the current version of the installation package installed.

### 1.2. Current information – please read

Support to login using a Java Applet was terminated as of 17 July 2015. From then on, you can only log in using the browser plugin, which is part of the installation package. The plugin is designed for Internet Explorer 11, and it should also work in the latest version of the Firefox browser. Google Chrome is not a browser compatible with the plugin.

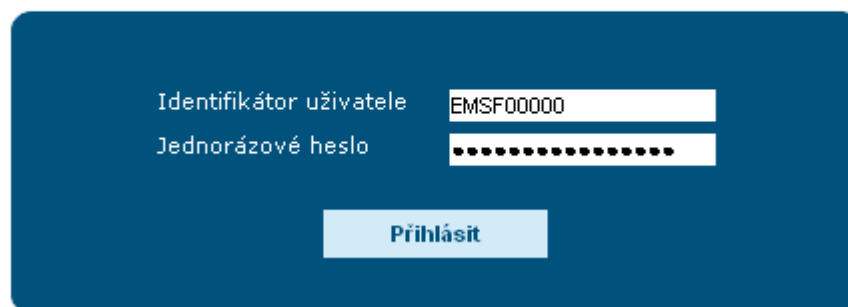
Some users may experience problems logging in or collecting certificates.

## 2. Login using temporary password

### 2.1. Error: Invalid username or password

#### PŘIHLÁŠENÍ JEDNORÁZOVÝM HESLEM

**Neplatné uživatelské jméno nebo heslo.**



Identifikátor uživatele EMSF00000

Jednorázové heslo .....

Přihlásit

PŘIHLÁŠENÍ JEDNORÁZOVÝM HESLEM	LOGIN USING TEMPORARY PASSWORD
Neplatné uživatelské jméno nebo heslo.	Invalid username or password.
Identifikátor uživatele	User identifier
Jednorázové heslo	Temporary password
Přihlásit	Log In

You have probably copied the login information incorrectly. Be careful about lower case and capital letters and confusing “zero” with the letter “O”. We recommend copying and pasting both the password and the identifier straight into the browser. Also, please check that you are actually entering the temporary password in the temporary password form (which opens by clicking the red link “Request...”), not the permanent password form on the Password card.

## 2.2 Error: Password validity expired

**PŘIHLÁŠENÍ JEDNORÁZOVÝM HESLEM**

**Platnost hesla vypršela.**

Identifikátor uživatele

Jednorázové heslo

PŘIHLÁŠENÍ JEDNORÁZOVÝM HESLEM	LOGIN USING TEMPORARY PASSWORD
Platnost hesla vypršela.	Password validity expired.
Identifikátor uživatele	User identifier
Jednorázové heslo	Temporary password
Přihlásit	Log In

The validity of your temporary password may have expired. A temporary password is valid for 21 days and can only be used once for obtaining a certificate.

If you want to request a certificate again, you need to ask the employee who has generated the previous temporary password for you, for a new one.

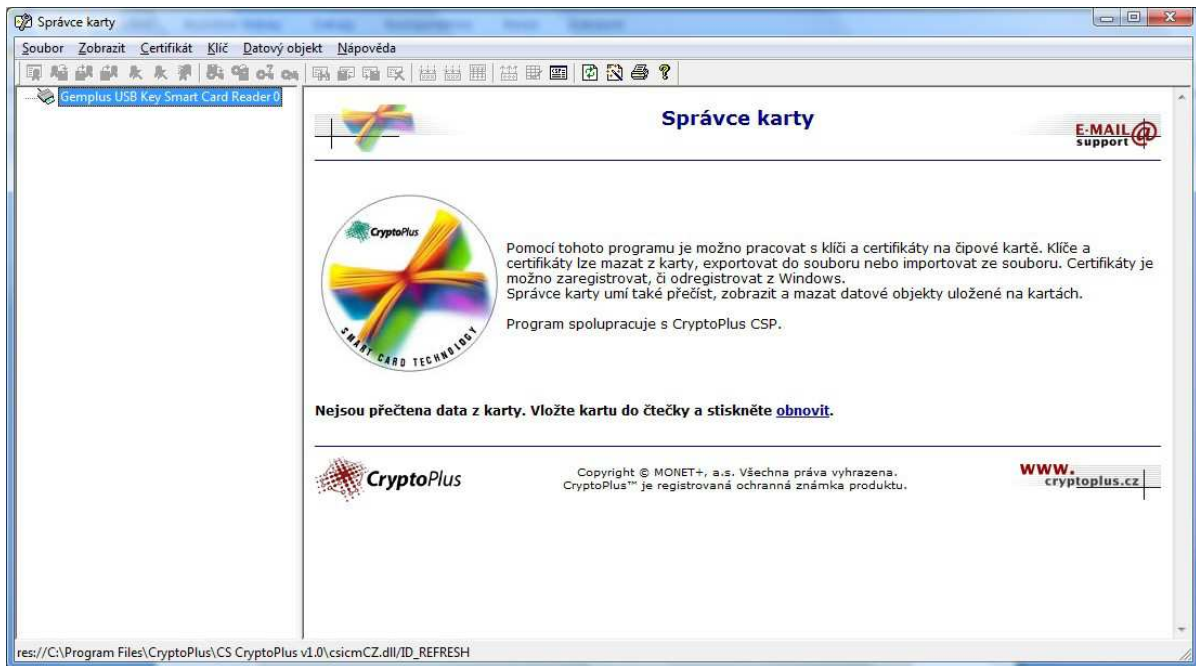
## 3. General errors working with chip card (HW certificate)

The following errors may occur when working with the chip card, attempting both to login and to obtain a hardware certificate.

### 3.1. Forgot chip card PIN

To change the PIN of your chip card (HW keyring), you need to insert your HW keyring in the computer and start the Card Manager software. You can start the Card Manager from the **Start** menu – All programs – **CS CryptoPlus** program group, **Card Manager** application.

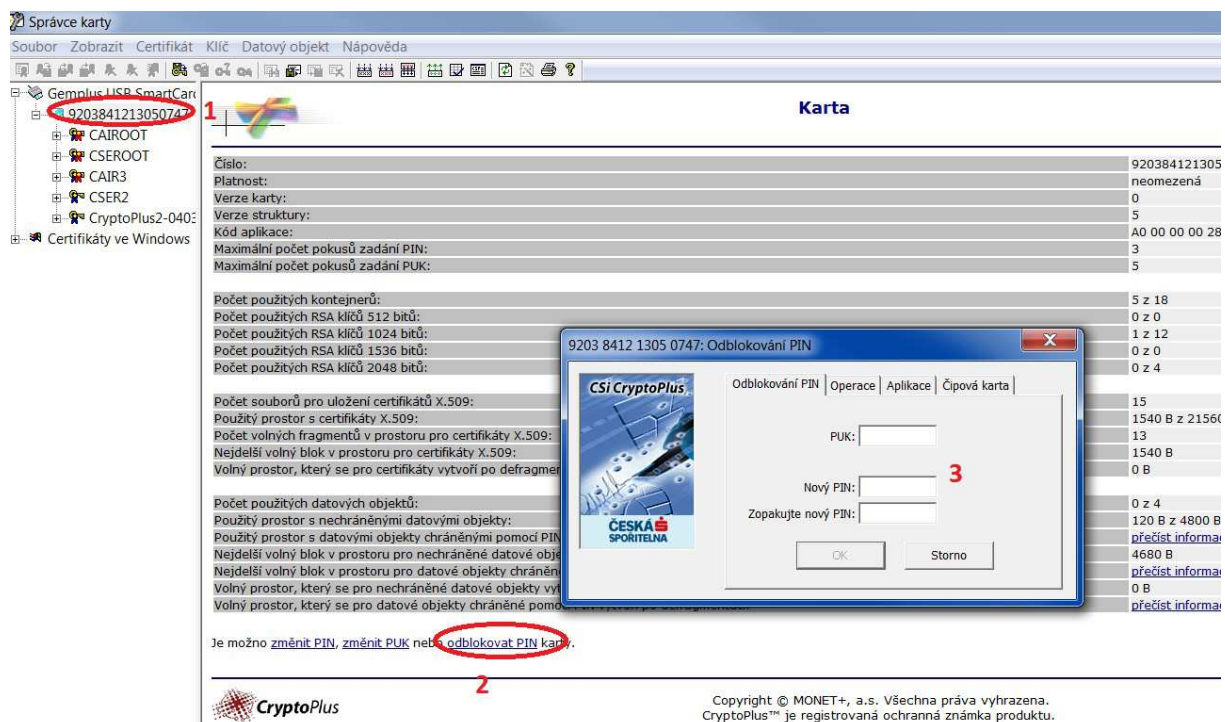
The starting window of Card Manager is displayed.



<b>Správce karty</b>	<b>Card Manager</b>
Soubor	File
Zobrazit	View
Certifikát	Certificate
Klíč	Key
Datový objekt	Data object
Nápověda	Help
<b>Správce karty</b>	<b>Card Manager</b>
Pomocí tohoto programu je možno...	This program is used to manage keys and certificates on a chip card. Keys and certificates can be deleted from the card, exported to a file, or imported from a file. Certificates can be registered or unregistered in Windows. The Card Manager can also read, display and delete data objects stored on cards. The program cooperates with CryptoPlus CSP.
Nejsou přečtena data z karty...	Data from card not read. Insert your card in the reader and press <u>refresh</u> .
Všechna práva vyhrazena	All rights reserved
... je registrovaná ochranná známka produktu.	... is a registered product trademark.

Click **Renew**. Information from your HW keyring is loaded.

Then, click the chip card (point 1) and Unlock PIN (point 2). The Unlock PIN window is displayed.



Správce karty	Card Manager
Soubor	File
Zobrazit	View
Certifikát	Certificate
Klíč	Key
Datový objekt	Data object
Nápověda	Help
<b>Karta</b>	<b>Card</b>
<b>9203 8012 0904 0300: Odblokování PIN</b>	<b>9203 8012 0904 0300: Unlock PIN</b>
Odblokování PIN	Unlock PIN
Operace	Operations
Aplikace	Applications
Čipová karta	Chip card
PUK:	PUK:
Nový PIN:	New PIN:
Zopakujte nový PIN:	Repeat new PIN:
OK	OK
Storno	Cancel
Je možno změnit PIN, změnit PUK nebo odblokovat PIN karty.	You can <u>change the PIN</u> , <u>change the PUK</u> , or <u>unlock the card PIN</u> .
Všechna práva vyhrazena	All rights reserved
... je registrovaná ochranná známka produktu.	... is a registered product trademark.

Enter the PUK, which you have obtained in the envelope together with the chip card. After that, enter the new PIN (four-digit number) twice and click OK. This new PIN will be yours for logging in, remember it.

### 3.2. Error: NO\_TOKEN

The same as the error CKR\_FUNCTION\_FAILED - see the following chapter.

### 3.3. Error: CKR\_FUNCTION\_FAILED



SOFTWAREVÝM CERTIFIKÁTEM	SOFTWARE CERTIFICATE
HARDWAROVÝM CERTIFIKÁTEM	HARDWARE CERTIFICATE
HESLEM	PASSWORD
Došlo k blíže nespecifikované chybě při práci s čipovou kartou (CKR_FUNCTION_FAILED)	An unspecified error occurred while working with the chip card (CKR_FUNCTION_FAILED)
Vložte prosím Vaši čipovou kartu do počítače	Please insert your chip card into the computer.
Přihlásit	Log In

This error message may be displayed in case the HW keyring is not connected to your computer, or the device driver is not installed correctly.

Make sure the device is connected to the computer and repeat.

If you have the current installation package, the error is probably on your part. Please contact the Helpdesk.

## 4. Request for hardware certificate

### 4.1. Error: Chip card with certificate not available

### Žádost o certifikát

Vložte prosím Vaši čipovou kartu do počítače

PIN

Revokační heslo

Revokační heslo znovu

**Odeslat**

Čipová karta s certifikátem není dostupná. Vložte prosím Vaši čipovou kartu a akci opakujte.

Zadejte **PIN** a **revokační heslo**.

**PIN** se skládá ze čtyř čísel. Obdrželi jste ho spolu s čipovou kartou.

**Revokační heslo** musí být dlouhé minimálně 6 znaků a musí obsahovat alespoň 2 druhy znaků. Například velká/malá písmena.

Žádost o certifikát	Certificate Request
Vložte prosím Vaši čipovou kartu do počítače	Please insert your chip card into the computer.
PIN	PIN
Revokační heslo	Revocation password
Revokační heslo znovu	Revocation password again
Odeslat	Submit
Čipová karta s certifikátem není dostupná...	Chip card with certificate is not accessible. Please insert your chip card and repeat.
Zadejte PIN a revokační heslo.	Enter your <b>PIN</b> and <b>revocation password</b> .
O PIN budete požádáni po odeslání...	The <b>PIN</b> consists of four digits. You obtained it along with the chip card.
Revokační heslo musí být dlouhé...	The <b>revocation password</b> has to be at least 6 characters long and has to contain at least 2 types of characters, such as small/capital letters.

This error message may be displayed in case the certificate repository (chip card or HW keyring) is not connected to your computer, the wrong PIN has been entered, or the device driver is not installed correctly.

Make sure the device is connected to the computer, that you know the right PIN for this device, and repeat.

### 4.2. Error: Failed to store certificate



## Vyzvednutí certifikátu

Failed to store certificate  
(CKR\_TEMPLATE\_INCONSISTENT)

Zadejte **PIN** a stiskněte  
tlačítko **Odeslat**.

Vyzvednout certifikát

Vyzvednutí certifikátu	Certificate Collection
Failed to store certificate (CKR_TEMPLATE_INCONSISTENT)	Failed to store certificate (CKR_TEMPLATE_INCONSISTENT)
Vyzvednout certifikát	Collect Certificate
Zadejte PIN a stiskněte tlačítko Odeslat.	Enter your <b>PIN</b> and press <b>Submit</b> .

This error occurs, for example, if the HW keyring has not been connected to the computer during the entire certificate collection process. The solution is to repeat the whole procedure of collecting the certificate, starting with a login using the temporary password, which should still be valid at this stage (no need to generate a new temporary password).

### 4.3. Error: Failed to initialize encoding service provider

**Žádost o certifikát**

Vložte prosím Vaši čipovou kartu do čtečky

PIN

Revokační heslo

Revokační heslo znovu

**Odeslat**

Nepodařilo se inicializovat poskytovatele šifrovacích služeb.

Zadejte **PIN** a **revokační heslo**.

**PIN** se skládá ze čtyř čísel. Obdrželi jste ho spolu s čipovou kartou.

**Revokační heslo** musí být dlouhé 8-14 znaků a musí obsahovat alespoň 3 druhy znaků. Například velká/malá písmena a čísla.

Žádost o certifikát	Certificate Request
Vložte prosím Vaši čipovou kartu do počítače	Please insert your chip card into the computer.
PIN	PIN
Revokační heslo	Revocation password
Revokační heslo znovu	Revocation password again
Odeslat	Submit
Nepodařilo se inicializovat poskytovatele šifrovacích služeb.	Failed to initialize encoding service provider.
Zadejte PIN a revokační heslo.	Enter your <b>PIN</b> and <b>revocation password</b> .
O PIN budete požádáni po odeslání...	The <b>PIN</b> consists of four digits. You obtained it along with the chip card.
Revokační heslo musí být dlouhé...	The <b>revocation password</b> has to be at least 8-14 characters long and has to contain at least 3 types of characters, such as small/capital letters and numbers.

If you have the installation package installed correctly, this error should not occur. The computer has to be restarted after the package installation. If you have the current installation package, the error is probably on your part. Please contact the Helpdesk.

### 4.4. Error: Failed to find chip card driver

**Žádost o certifikát**

Vložte prosím Vaši čipovou kartu do počítače

PIN

Revokační heslo

Revokační heslo znovu

**Odeslat**

Nepodařilo se nalézt ovladač čipové karty.  
Provedte prosím reinstalaci.

Zadejte **PIN** a **revokační heslo**.

**PIN** se skládá ze čtyř čísel. Obdrželi jste ho spolu s čipovou kartou.

**Revokační heslo** musí být dlouhé minimálně 6 znaků a musí obsahovat alespoň 2 druhy znaků. Například velká/malá písmena.

<b>Žádost o certifikát</b>	<b>Certificate Request</b>
Vložte prosím Vaši čipovou kartu do počítače	Please insert your chip card into the computer.
PIN	PIN
Revokační heslo	Revocation password
Revokační heslo znovu	Revocation password again
Odeslat	Submit
Nepodařilo se nalézet ovladač...	Failed to find chip card driver. Please reinstall.
Zadejte PIN a revokační heslo.	Enter your <b>PIN</b> and <b>revocation password</b> .
O PIN budete požádáni po odeslání...	The <b>PIN</b> consists of four digits. You obtained it along with the chip card.
Revokační heslo musí být dlouhé...	The <b>revocation password</b> has to be at least 6 characters long and has to contain at least 2 types of characters, such as small/capital letters.

If you have the installation package installed correctly, this error should not occur. The computer has to be restarted after the package installation. If you have the current installation package, the error is probably on your part. Please contact the Helpdesk.

## 5. Request for software certificate

### 5.1. Error: Failed to open Keystore for writing

### Žádost o certifikát

Failed to open keystore for writing

Heslo certifikátu

Heslo k cert. znovu

Cesta k úložišti  Vybrat

Revokační heslo

Revokační heslo znovu

Odeslat

Zadejte **heslo certifikátu** a stiskněte tlačítko **Odeslat**. Cestu k úložišti není třeba měnit.

**Heslo úložiště** musí být dlouhé minimálně 6 znaků a musí obsahovat alespoň 2 druhy znaků, například písmena a čísla.

**Revokační heslo** musí být dlouhé minimálně 6 znaků a musí obsahovat alespoň 2 druhy znaků. Například velká/malá písmena.

Žádost o certifikát	Certificate Request
Failed to open keystore for writing	Failed to open keystore for writing
Heslo certifikátu	Certificate password
Heslo k cert. znovu	Certificate password again
Cesta k úložišti	Path to keystore
Vybrat	Browse
Revokační heslo	Revocation password
Revokační heslo znovu	Revocation password again
Odeslat	Submit
Zadejte heslo certifikátu a stiskněte...	Enter your <b>Certificate Password</b> and press <b>Submit</b> . You do not have to change the path to the keystore.
Heslo úložiště musí být dlouhé...	The <b>keystore password</b> has to be at least 6 characters long and has to contain at least 2 types of characters, such as small/capital letters.
Revokační heslo musí být dlouhé...	The <b>revocation password</b> has to be at least 6 characters long and has to contain at least 2 types of characters, such as small/capital letters.

The path or directory that you entered for the certificate repository does not exist, is not valid, or you do not have the right to write to it.

The path for storing the certificate already has to exist and the certificate has to be stored in a folder for which you have all the rights, such as your desktop.

We recommend first creating the directory in which you wish to store the certificate, and then enter the path to the certificate repository.

The error may also occur if you are trying to write over an existing certificate; choose a location in which there is no older certificate present.

### 5.2. Error: Login plugin not installed

## Žádost o certifikát

Doplněk pro přihlášení není nainstalován.

**Stáhnout**

Zadejte **PIN** a **revokační heslo**.

O **PIN** budete požádáni po odeslání formuláře. **PIN** se skládá ze čtyř čísel. Obdrželi jste ho spolu s čipovou kartou.

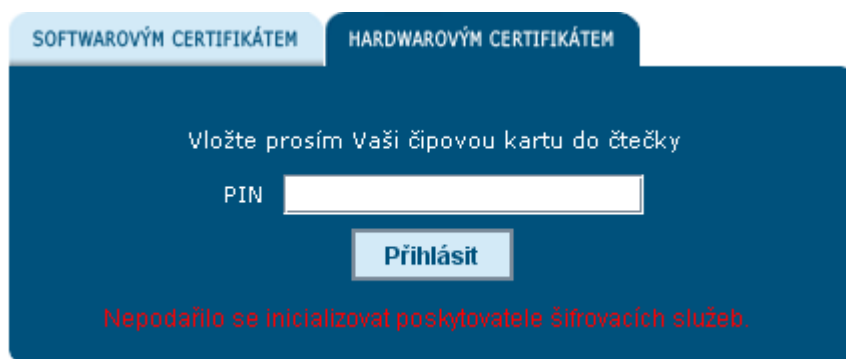
**Revokační heslo** musí být dlouhé minimálně 6 znaků a musí obsahovat alespoň 2 druhy znaků. Například velká/malá písmena.

Žádost o certifikát	Certificate Request
Doplněk pro přihlášení není nainstalován.	Login plugin not installed.
Stáhnout	Download
Zadejte PIN a revokační heslo.	Enter your <b>PIN</b> and <b>revocation password</b> .
O PIN budete požádáni po odeslání...	Your <b>PIN</b> will be required once you submit the form. The <b>PIN</b> consists of four digits. You obtained it along with the chip card.
Revokační heslo musí být dlouhé...	The <b>revocation password</b> has to be at least 6 characters long and has to contain at least 2 types of characters, such as small/capital letters.

Please download the latest installation package and install it. See Chapter 3 of the HW Certificate Installation Manual, available at [https://partner24.csas.cz/stat/P24\\_manual\\_certifikat\\_hw.pdf](https://partner24.csas.cz/stat/P24_manual_certifikat_hw.pdf)

## 6. Login in general

### 6.1. Failed to initialize encoding service provider



SOFTWAREVYM CERTIFIKATEM	SOFTWARE CERTIFICATE
HARDWAROVYM CERTIFIKATEM	HARDWARE CERTIFICATE
Vložte prosím Vaši čipovou kartu do čtečky	Please insert your chip card into the reader.
PIN	PIN
Přihlásit	Log In
Nepodařilo se inicializovat poskytovatele šifrovacích služeb.	Failed to initialize encoding service provider.

This concerns wrongly or incompletely installed software required for logging into Partner24.

## 7. Login using software certificate

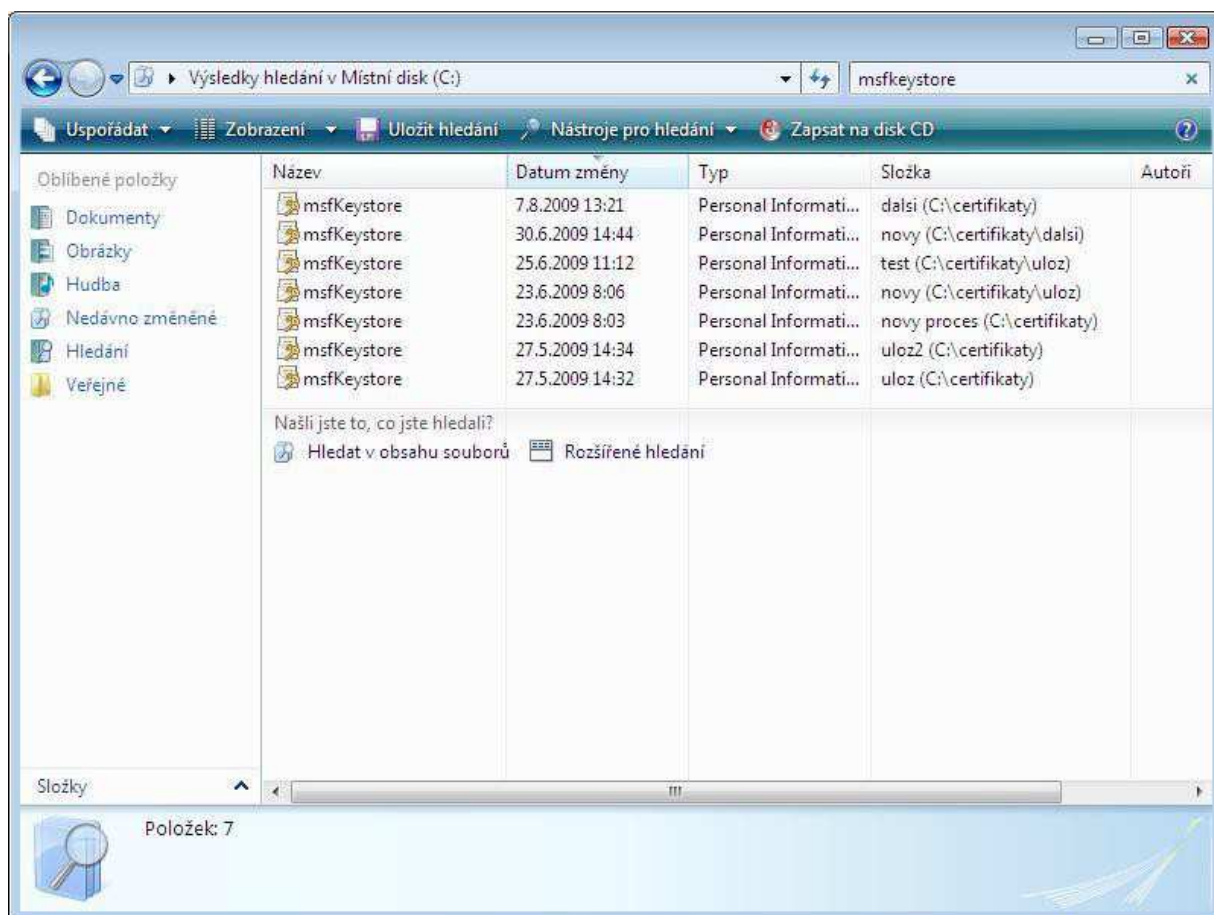
### 7.1. Problem: Don't know where certificate file is stored.

The recommended procedure to identify the path to the repository msfkeystore.p12, valid for the Windows Vista and Windows 7 operating systems.

Click the **Start** menu (Windows icon), choose the option **Computer** situated on the right side of the menu. The **Computer** window is displayed. Now you need to click **Local disk (C:)**.

In the **Search** field at the top right, enter **msfKeystore**; the searching is online, so that the system will search for words containing the letters already typed while typing. The system searches for the file name entered and displays the entire path to the file in the **Folder** column. Enter this path in the certificate repository field in the Partner24 application.

CAUTION: The path has to include the filename msfKeystore.p12 !



Výsledky hledání v Místní disk (C:)	Search results for Local disk (C:)
Uspořádat	Layout
Zobrazení	View
Uložit hledání	Save search
Nástroje pro hledání	Search tools
Zapsat na disk CD	Write to CD
Oblíbené položky	Favourites
Dokumenty	Documents
Obrázky	Pictures
Hudba	Music
Nedávno změněné	Recently modified
Hledání	Search
Veřejné	Public
Název	Name
Datum změny	Date changed
Typ	Type
Složka	Folder
Autoři	Author(s)
Našli jste to, co jste hledali?	Found what you searched for?
Hledat v obsahu souborů	Search in file contents
Rozšířené hledání	Advanced search
Složky	Folders
Položek: 7	Items: 7

## 7.2. Problem: Forgotten certificate password.

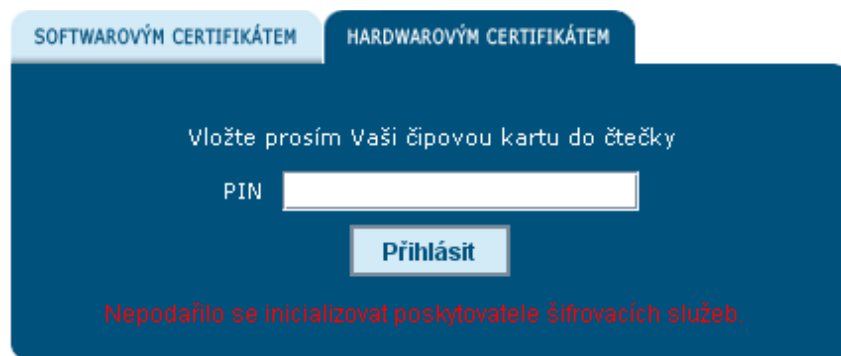
If you have forgotten your password, you need to request the generation of a new temporary

password and generate a new certificate using it.

### 7.3. Problem: Don't know where msfkeystore.p12 is stored in the PC? Or have more msfkeystore.p12 and don't know which one to use?

We recommend checking that your PC contains only one correct certification file **msfkeystore.p12**

Finding the file is described in detail in 7.1 Failed to initialize encoding service provider.



SOFTWAREVYM CERTIFIKATEM	SOFTWARE CERTIFICATE
HARDWAROVYM CERTIFIKATEM	HARDWARE CERTIFICATE
Vložte prosím Vaši čipovou kartu do čtečky	Please insert your chip card into the reader.
PIN	PIN
Přihlásit	Log In
Nepodařilo se inicializovat poskytovatele šifrovacích služeb.	Failed to initialize encoding service provider.



This concerns wrongly or incompletely installed software required for logging into Partner24.

## 8. Login using software certificate

Problem: Don't know where certificate file is stored.

In the ideal case, your browser will only find one file "msfkeystore" at the address C:\Documents and Settings\user\_name\Desktop\msfKeystore.\_datum.p12 In the worse case, the browser finds multiple files.

In case you have found multiple files, try to log into P24 using one file first and the other one next. If you have stored the certificate successfully to your PC, one of them should be valid. We recommend deleting the other, redundant file, which does not work for login.

### 8.1. Error: Wrong keystore password entered.

SOFTWAREVÝM CERTIFIKÁTEM	SOFTWARE CERTIFICATE
HARDWAROVÝM CERTIFIKÁTEM	HARDWARE CERTIFICATE
Úložiště certifikátu	Certificate keystore
Změnit	Browse
Heslo k certifikátu	Certificate password
Přihlásit	Log In
Zadali jste nesprávné heslo k úložišti.	Wrong keystore password entered.

Try to type the password again. Be careful about activation of the "CapsLock" key and the CS/EN keyboard. This message warns primarily of a wrong password.

### 8.2. Error: Keystore with certificate not available. Please choose the correct file and repeat.

SOFTWAROVÝM CERTIFIKÁTEM	SOFTWARE CERTIFICATE
HARDWAROVÝM CERTIFIKÁTEM	HARDWARE CERTIFICATE
Úložiště certifikátu	Certificate keystore
Změnit	Browse
Heslo k certifikátu	Certificate password
Přihlásit	Log In
Úložiště s certifikátem není dostupné...	Keystore with certificate not available. Please choose right file and repeat.

You are probably logging in using an incorrectly generated certificate. We recommend requesting a certificate again.

## 9. Login using hardware certificate

### 9.1. Error: Login plugin not installed



SOFTWAREVÝM CERTIFIKÁTEM	SOFTWARE CERTIFICATE
HARDWAROVÝM CERTIFIKÁTEM	HARDWARE CERTIFICATE
HESLEM	PASSWORD
Vložte prosím Vaši čipovou kartu do počítače	Please insert your chip card into the computer.
Doplněk pro přihlášení není nainstalován.	Login plugin not installed.
Stáhnout	Download

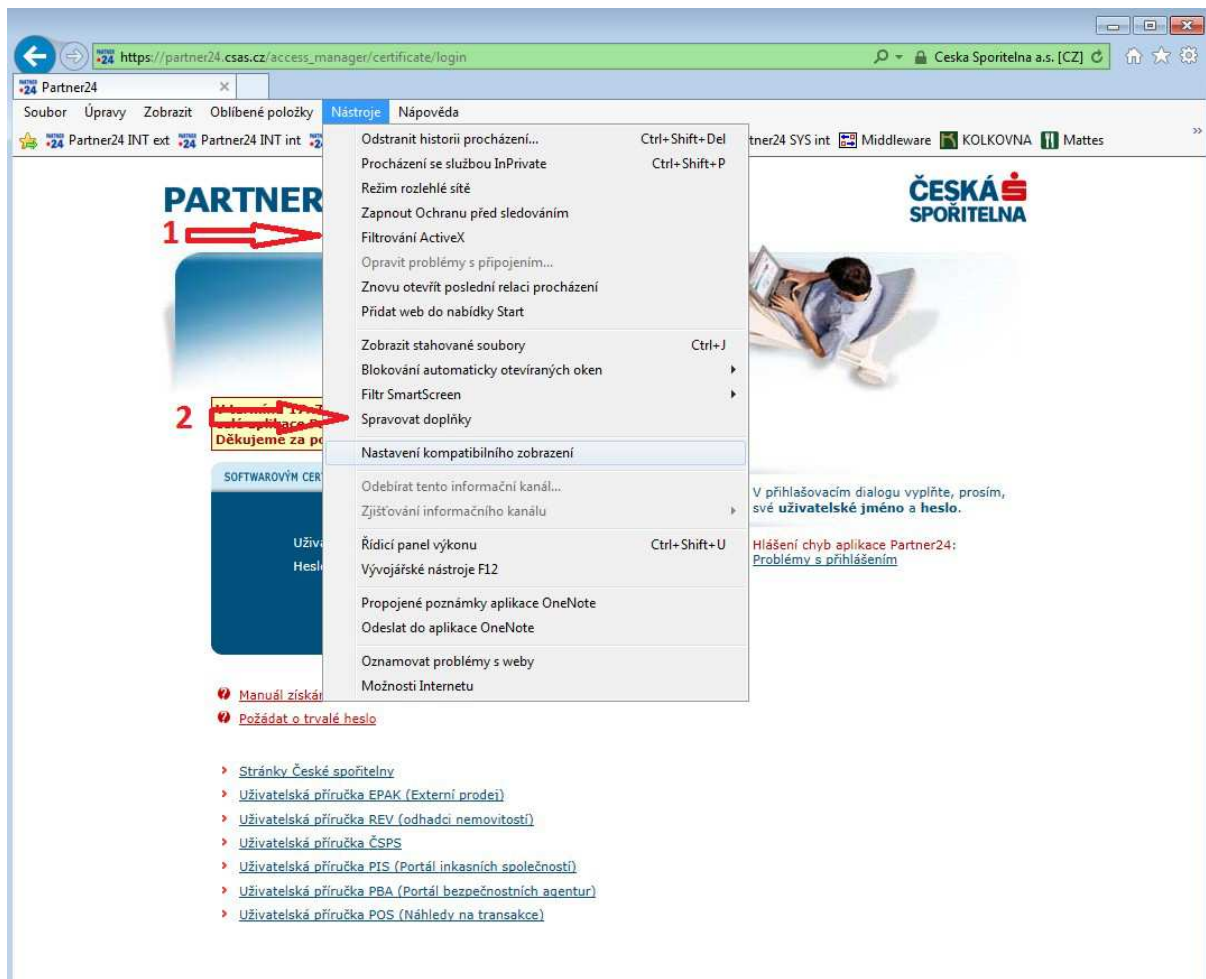
If you get this error even after you have downloaded and installed the plugin, you may be banned from running the plugin. Check on the screen if you have got a message about a banned plugin, and if so, click it and enable the plugin in it.

If you are not getting any such message, check to see if you are banned from running plugins in general and whether you have the plugin installed correctly.

Instructions for Internet Explorer 11:

In the window where you have Partner24 open, click the **Tools** menu. (If you do not have the menu bar showing, it will show when you hold Alt.)

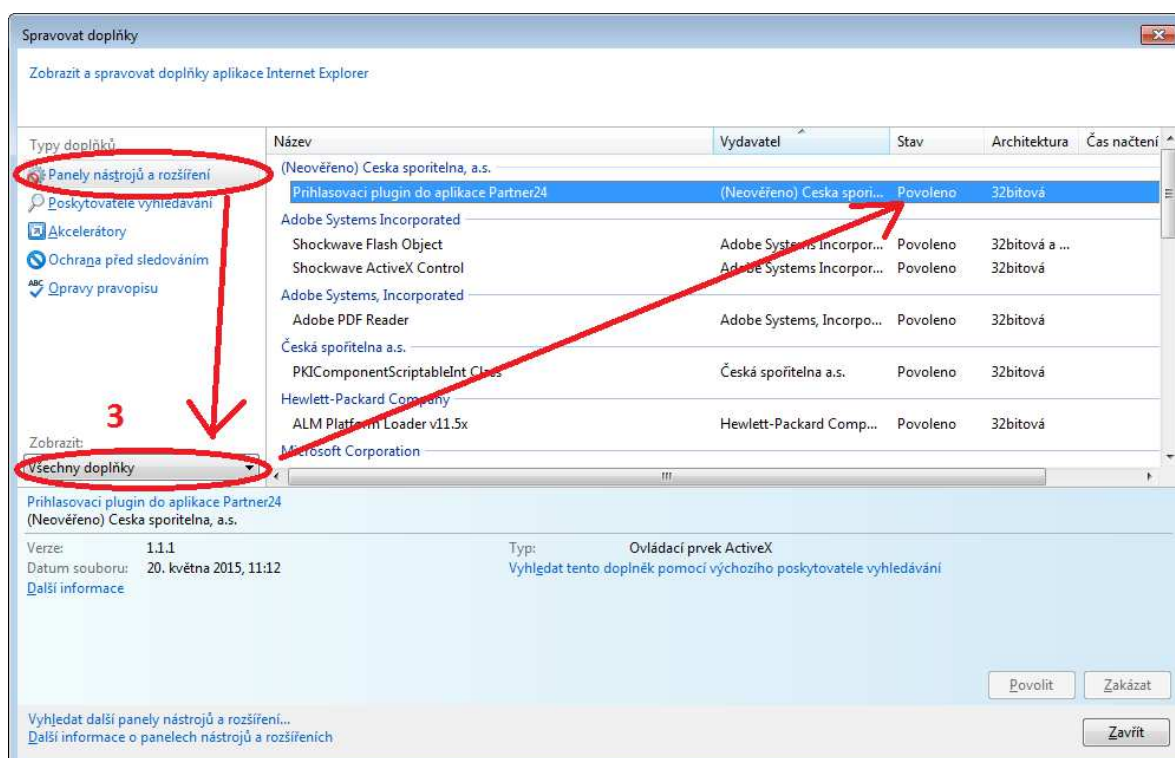
First check that you do not have ActiveX Filtering (point 1). If it is enabled, the character ✓ is shown



beside the text. Click on the character to disable the filtering.

Soubor	File
Úpravy	Edit
Zobrazit	View
Oblíbené položky	Favourites
Nástroje	Tools
Nápověda	Help
...	...
Spravovat doplňky	Manage plugins

Then click on Manage plugins. (point 2).  
The plugin management window is displayed:



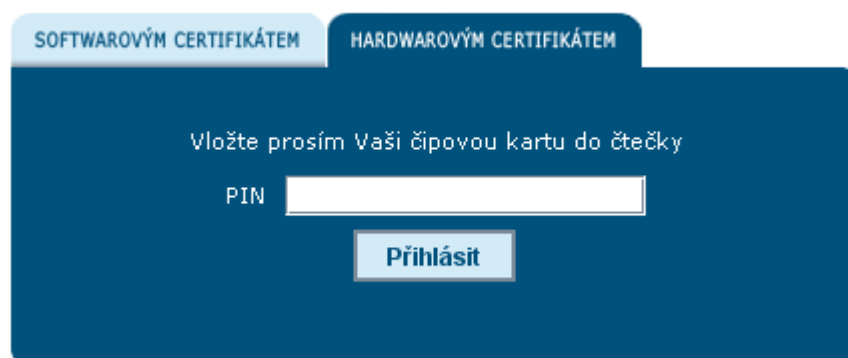
Spravovat doplňky	Manage plugins
Panely nástrojů a rozšíření	Toolbars and plugins
Všechny doplňky	All plugins
Povoleno	Enabled

Here, change View to All plugins (point 3). Among the plugins, locate Login plugin for Partner24 and check its status. If the status is anything other than Enabled, click the login and then the Enable button.

Some antivirus or security programs may also prevent the plugin from starting. Make sure you do not have a too high security setting in these programs.

## 9.2. Error: Login failed, your certificate is invalid

**Přihlášení nebylo úspěšné, Váš certifikát je neplatný.**



Přihlášení nebylo úspěšné, Váš certifikát je neplatný.	Login failed, your certificate is invalid.
SOFTWAREVÝM CERTIFIKÁTEM	SOFTWARE CERTIFICATE
HARDWAREVÝM CERTIFIKÁTEM	HARDWARE CERTIFICATE
Vložte prosím Vaši čipovou kartu do čtečky	Please insert your chip card into the reader.
PIN	PIN
Přihlásit	Log In

You are trying to log in using a keyring containing no certificate or an incorrect one, or the certificate validity has expired. You need to request the generation of a new temporary password and generate a new certificate using it.

### **10. Haven't found the answer to your problem?**

Please describe the problem as accurately as you can. Take a screenshot of the screen in which you came across the problem and e-mail it to [helpdesk@s-ITSolutions.cz](mailto:helpdesk@s-ITSolutions.cz), or contact ČS a.s. Helpdesk by telephone at **956 77 22 77 (option 9)**