WHAT TO DO IF YOU HAVE A PROBLEM

LOGIN ERROR PATTERNS

LOGIN ERRORS AND REMEDIES

HINT
What activation means: To connect HINO DX ‖ to the network and log in to get or renew the license for HINO DX ‖

PASSWORD EXPIRATION

Cause: Your password has expired.
Remedy: Log in the Portal via the browser and renew the password.
Off-line login: Available

ACCOUNT SUSPENSION

Cause: Your Portal account has been suspended.
Remedy: Contact the administrator.
Off-line login: Unavailable

PORTAL ACCOUNT LOCK

Cause: Your Portal account has been locked.
Remedy: Wait about 20 minutes and log in again.
Off-line login: Available

NETWORK CONNECTION ERROR AT THE TIME OF INITIAL STARTUP

Cause: You logged in HINO DX II with your PC for the first time.
Remedy: When you log in for the first time, connection to the network is required.
Off-line login: Unavailable

OFF-LINE EXPIRATION: FIRST TIME (EXECUTABLE FOR 1 DAY)

Cause: Your activation has expired. HINO DX II must be periodically connected to the Portal and activated.
Remedy: A warning message appears at the time of the first off-line expiration. Activate HINO DX II within 1 day.
Off-line login: Available However, activation is needed within 1 day.

OFF-LINE EXPIRATION: ONE DAY AFTER EXPIRATION

Cause: Your activation has expired. HINO DX II must be periodically connected to the Portal and activated.
Remedy: Immediately activate HINO DX II .
Off-line login: Unavailable

ILLEGAL TIME ADJUSTMENT

Cause: The PC clock has been changed significantly after the previous use of HINO DX II .
Remedy: Immediately activate HINO DX II .
Off-line login: Unavailable

TOTAL USAGE TIME OVER

Cause: The maximum allowable usage time has been exceeded after the last activation.
Remedy: Immediately activate HINO DX II .
Off-line login: Unavailable

ACCESS BY TOO MANY PCs
Cause: The number of users who attempt to log in has exceeded the maximum allowable number of PCs that can access HINO DX II .
Remedy: Contact the administrator.
Off-line login: Unavailable

AUTHENTICATION ERROR (HINO DX Ⅱ LOCK)
Cause: Authentication has failed more times than allowed.
Remedy: Shut down HINO DX II and start it again.
Off-line login: Unavailable