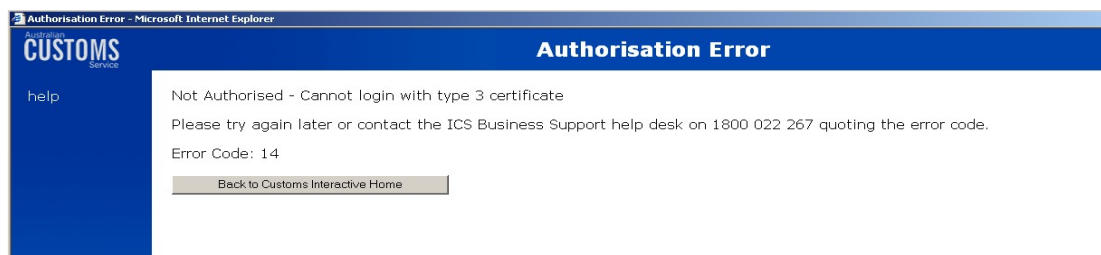




Error message – Not Authorised – Cannot login with type 3 certificate – Error Code 14

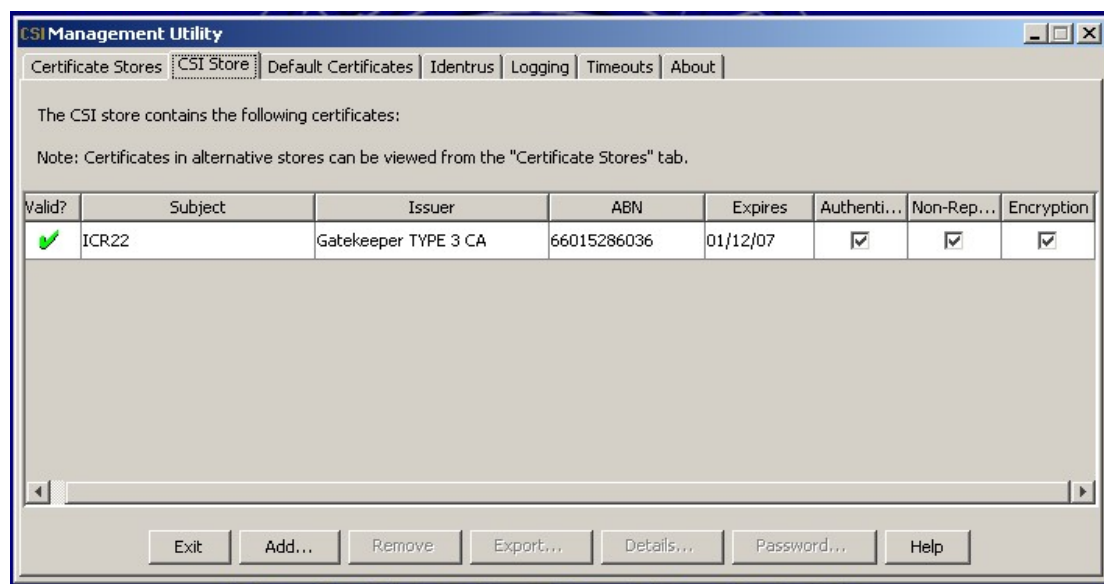
This error message occurs when attempting to login to the Customs Interactive using a Type 3 digital certificate.

The screenshot below shows this error message.



Type 3 certificates cannot be used to login to the Customs Interactive, however it is possible to accidentally add a Type 3 certificate to the CSI store. The screenshot below shows what the CSI store would look like if it contained a Type 3 certificate.

You will notice the tick boxes for Authentication, Non-Repudiation and Encryption are checked. Also, in the 'Issuer' section, the type of certificate is listed as 'Gatekeeper TYPE 3 CA'.



Solution

It is recommended that you do not add or remove Type 3 certificates to the CSI store. Only your private signing key should be added to the CSI store and used to login interactively to ICS. Guidelines on how to do this are available at 'Step 3.5 Add to the CSI Store'.