

About the operation for the tool to unlock the PIN(Password)

IC card unable users to authenticate using password(PIN) any more if users were to authenticate with wrong password for more than 10 times.

We call this trouble, "The password(PIN) is locked or blocked".

You can check if PIN is blocked or not by changing your PIN.

Changing PIN: <http://www.iimc.kyoto-u.ac.jp/en/faq/cert/ic/pin.html>

The message " PIN が閉塞しています" will be displayed as follows in Windows and the message " PIN is blocked." will be displayed in Mac and Linux.



The PIN lock recovery tool is to restore the PIN so that users can authenticate with it again.

※This tool is available only in Windows terminals. **Mac terminals users should use the Windows terminals nearby.**

The process for PIN Lock recovery

Users : Generate the random numbers by using PIN Lock recovery tool and notify the random numbers to the manager(ICT support center) by using inquiry form.

Manager (ICT support center) :

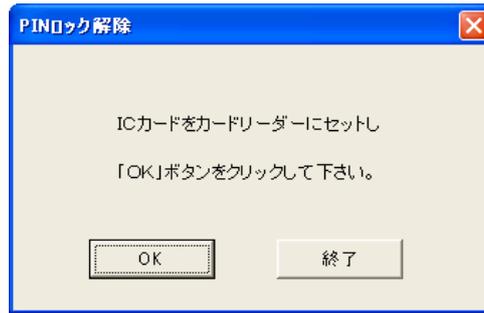
Generate the random numbers corresponded to the one from users and notify them to users by email.

Users : Set the new PIN by using the random numbers from the manager (ICT support center)

The concrete process is as follows.

(1) Booting up the PIN Lock recovery tool

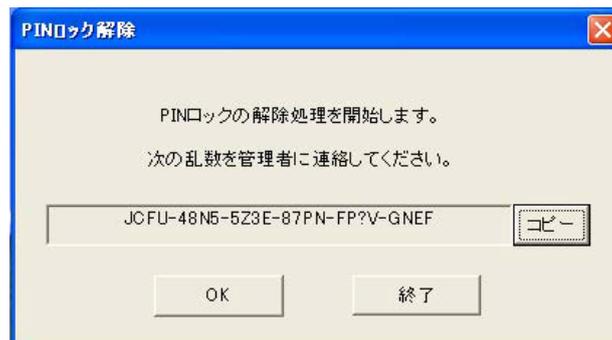
- ① Boot up the PIN Lock recovery tool from Start > All program > Certificate Management Utility.
- ② The following screen will be displayed. Insert the IC card to IC card reader/writer and click OK.



(2) Generating the random numbers and notifying them to the manager

In clicking OK after inserting the IC card, the random numbers to notify the manager will be generated and will be displayed. This random numbers will be abolished, or they will be stored until users use them to recover the password. The screen differs depending on the cases you abolish or you store. The random numbers will be stored per log in users.

① The case that the random numbers are not stored



The random numbers to notify the manager will be displayed. Please copy and paste them to the "Details" in the following inquiry form and fill in the necessary items such as your name and contact address or number etc. to send them.

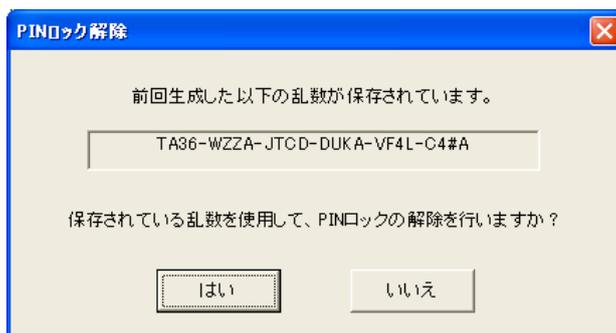
Inquiry form : <https://www.iimc.kyoto-u.ac.jp/en/inquiry/?q=ninsho>

After notifying the random numbers, please press "OK", then go on to the next step in (3).

If you have a special reason to close the PIN Lock recovery tool, please press"終了". This tool will be closed after storing the displayed random numbers.

※ICT support center tries the best to give you a reply in 30 mins if it's in the business hours, however, there might be the case that the process will be delayed. If you are in a hurry or if the email isn't delivered, please call us (Ext: Yoshida area:5323)

② The case that the random numbers are stored.



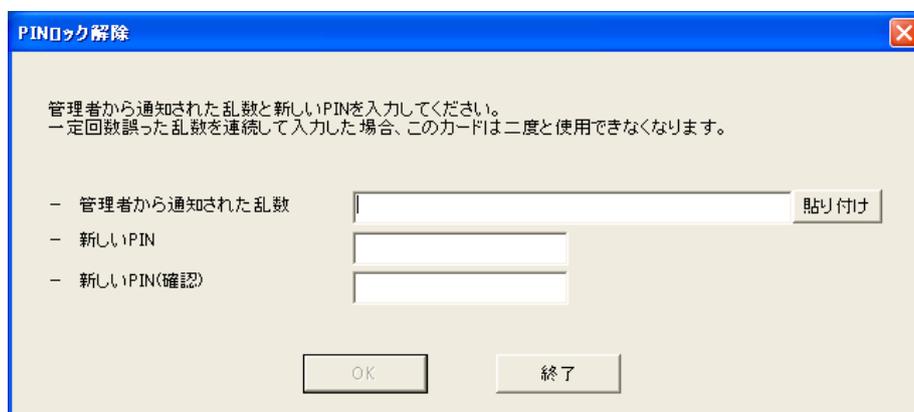
It will be displayed in restarting the process after sending the random numbers to ICT support center and closing the PIN Lock recovery tool.

In restarting the process, please press "はい". Then go on to the step (3).

If you are not sure if you sent the random numbers or not, please press "いいえ" to go back to the step ①. (The random numbers are abolished and generate the new random numbers again.)

③ Recover the PIN Lock(Setting new PIN)

If you receive the email to notify the random numbers from ICT support center, copy and paste them to "管理者から通知された乱数" to enter new PIN (password) and press "OK".



Available characters for PIN(password)

Type	Characters
Alphabet	ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz
Numbers	0123456789
Symbols	!"#\$%&'()*+,-./;:<=>?[¥]^_`{ }~
Other	空白

※ PIN (password) should be set using half-sized alphabet capital letter, small letter and numbers. You should create a PIN in which the number of places is between eight or more and sixteen or fewer.

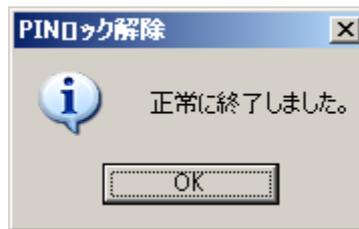
※ \$ and @ is not available.

※ Please don't pull out the IC card from the card reader during processing.

※ If you fail this operation for specified number of times, IC card will not be available any more for the security reason. Please be sure to copy and paste the random numbers received from IIMC correctly.

(4) The completion of PIN Lock recovery

If the PIN lock recovery is completed correctly, the following screen will be displayed. Please press "OK".



So much for the completion of the PIN lock recovery.

Please remember the PIN(password) you set.

In case you fail the PIN lock recovery, the following reasons causes the problem. If you couldn't complete it correctly, please contact ICT support center again.

- The random numbers you notified the manager was not correct.
- The random numbers from the manager weren't input correctly.
- You used the different IC card from the one which you generated the random numbers with.
- The random numbers were abolished after notifying the manager and the new random numbers were generated.

Contact

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