

Question:

In the Multinational Enterprises Information Reporting Section, the following error codes and error messages were displayed. What should we do?

Error code: "ERR_INITIAL_001"

Error message: "通信中にエラーが発生したため、帳票表示処理を中断しました。再度処理を行ってください。(Due to the occurrence of an error during communications, report display processing has been discontinued. Please carry out the processing again.)"

or

Error code: "ERR_INITIAL_005"

Error message: "帳票表示処理中にエラーが発生したため処理を中断しました。ご利用の環境確認後、再度処理を行ってください。(Due to the occurrence of an error during report display processing, the processing has been discontinued. After checking the usage environment, please carry out the processing again.)"

Answer:

Please check the list on the following pages with your system administrator (the person in charge of your in-house network or system).

○ Checklist when report errors occur

Confirmation No.	Item	Confirmation method	Check	Actions to take
1	Is redirect function in the Active Directory (thin client etc.) used in in-house LAN? *In the case where this function is used, there is a possibility that a report is not properly displayed.	-	If No <input type="checkbox"/> Please move on to Confirmation No. 2.	If Yes Please use a device that is not utilizing the redirect function as the device that is to be used for displaying report.
2	Is a preliminary setup done?	-	If Yes <input type="checkbox"/> Please move on to Confirmation No. 3.	If No Please complete the preliminary setup by a PC user's login ID.
3	Is the preliminary setup done by a PC user's ID? (i.e., it is not done by a PC administrator's ID)	-	If Yes <input type="checkbox"/> Please move on to Confirmation No. 4.	If No Please complete the preliminary setup by a PC user's ID.
4	Does your PC environment use a proxy server?	-	If Yes <input type="checkbox"/> Please move on to Confirmation No. 5.	If No Please move on to Confirmation No. 6.
5	Does your PC environment use a PAC file?	P.7 Methods of confirmation and modification of a PAC (automatic configuration script) file	If No <input type="checkbox"/> Please move on to Confirmation No. 6.	If Yes Please confirm the methods of confirmation and modification of the PAC (automatic configuration script) file.

Confirmation No.	Item	Confirmation method	Check	Actions to take
6	<p>Are the following sites set up in the Trusted sites of Internet Option?</p> <p>1) http://dl.e-tax.nta.go.jp 2) https://clientweb.e-tax.nta.go.jp 3) https://kaishi.e-tax.nta.go.jp 4) https://uketsuke.e-tax.nta.go.jp 5) https://*.myna.go.jp</p> <p>* It should be noted that only DL site indicates http.</p>	P.8 Methods of confirmation and modification of Trusted sites in Internet Option	<p>If Yes</p> <p style="text-align: center;"><input type="checkbox"/></p> <p>Please move on to Confirmation No. 7.</p>	<p>If No Please confirm the following:</p> <p>1) There is a possibility that the preliminary setup may not have been properly installed. 2) Please confirm if it is possible to set up the Trusted sites manually. (P.8 Method of confirmation of the Trusted sites in Internet Option) 3) There is a possibility that the Trusted sites are controlled by the internal directory service (e.g., Active Directory). Please check with the person in charge of the system.</p>
7	<p>Are the following set up in the Pop-up Blocker in Internet Option?</p> <p>1) dl.e-tax.nta.go.jp 2) clientweb.e-tax.nta.go.jp 3) kaishi.e-tax.nta.go.jp 4) uketsuke.e-tax.nta.go.jp 5) myna.go.jp</p>	P.11 Methods of confirmation and modification of the Pop-up Blocker in Internet Option	<p>If Yes</p> <p style="text-align: center;"><input type="checkbox"/></p> <p>Please move on to Confirmation No. 8.</p>	<p>If No Please confirm the following:</p> <p>1) Please confirm if it is possible to register the Pop-up Blocker manually. (P.11 Method of confirmation of the Pop-up Blocker in Internet Option) 2) There is a possibility that the Pop-up Blocker registration is controlled by the internal directory service (e.g., Active Directory). Please check with the system administrator.</p>
8	Isn't the Protected Mode in Internet Option on?	P.14 Methods of confirmation and modification of the Protected Mode in Internet Option	<p>If No</p> <p style="text-align: center;"><input type="checkbox"/></p> <p>Please move on to Confirmation No. 9.</p>	<p>If Yes (i.e., Enable Protected Mode) Confirm the methods of confirmation and modification of the Protected Mode in Internet Option (P.14), and try the report display again.</p>

Confirmation No.	Item	Confirmation method	Check	Actions to take
9	Is a root certificate properly stored in Windows Certificate Store?	P.16 Method of confirmation of the root certificate and intermediate certificate in Windows Certificate Store.	If Yes <input type="checkbox"/> Please move on to Confirmation No. 10.	If No There is a possibility that the certificate registration is controlled by the internal directory service (e.g., Active Directory). Please check with the person in charge of the system.
10	Has the e-Tax folder been properly created in the PC being used?	P.17 Method of confirmation of the e-Tax folder	If Yes <input type="checkbox"/> Please move on to Confirmation No. 11.	If No If the folder does not exist, there is a possibility that it is restricted by the internal directory service (e.g., redirect function in the Active Directory). Please check with the person in charge of the system.
11	Does a PC user have a reference authority to the e-Tax folder?	P.19 Method of confirmation of the reference authority to the e-Tax folder	If Yes <input type="checkbox"/> Please move on to Confirmation No. 12.	If No There is a possibility that the update authority of the folder is restricted by the internal directory service (e.g., Active Directory). Please check with the person in charge of the system.
12	Please open Internet Explorer, input the following address and check if the content of "XML" is displayed. Please confirm this item on Internet Explorer because this item is unable to confirm on Microsoft Edge. "https://clientweb.e-tax.nta.go.jp/UF WEB/WP000/chohyo/RCInitial/initial.xml"	P.20 Method of confirmation of the XML file	If displayed <input type="checkbox"/> Please move on to Confirmation No. 13.	If not displayed There is a possibility that the HTTP communication is interrupted at the terminal being used. Please check with the system administrator.

Confirmation No.	Item	Confirmation method	Check	Actions to take
13	On the screen displayed in Confirmation No.12, please check if "Trusted sites - Protected Mode: Disable" is indicated.	P.20 Method of confirmation of the XML file	In the case of "Trusted sites - Protected Mode: Disable" <input type="checkbox"/> Please move on to Confirmation No. 14.	In other cases Please check with the person in charge of the system about the internal LAN setup, and then change the setup and try the report display.
14	Please open Internet Explorer, input the following address and check if the content of "XML" is indicated. Please confirm this item on Internet Explorer because this item is unable to confirm on Microsoft Edge. "http://dl.e-tax.nta.go.jp/chohyo/mesage.xml"	P.20 Method of confirmation of the XML file	If displayed <input type="checkbox"/> Please move on to Confirmation No. 15.	If not displayed There is a possibility that the HTTP communication is interrupted at the terminal currently used. Please check with the system administrator.
15	On the screen displayed in Confirmation No.14, please check if "Trusted sites - Protected Mode: Disable" is indicated.	P.20 Method of confirmation of the XML file	In the case of "Trusted sites - Protected Mode: Disable" <input type="checkbox"/> Please move on to Confirmation No. 16.	In other cases Please check with the internal system administrator about the internal LAN setup, and then change a setup and try displaying forms.
16	Does your PC environment use a proxy server?	-	If No <input type="checkbox"/> Please move on to Confirmation No. 17.	If Yes Please check with the system administrator if the following URLs are permitted to be accessed on the proxy server. 1) dl.e-tax.nta.go.jp 2) clientweb.e-tax.nta.go.jp 3) kaishi.e-tax.nta.go.jp 4) uketsuke.e-tax.nta.go.jp

Confirmation No.	Item	Confirmation method	Check	Actions to take
				5) dir2.gpki.go.jp 6) e-tax.nta.go.jp 7) myna.go.jp
17	Please check if the “md5/zip/iml/xml,” which is an extension for materials downloaded when reports are displayed, is not interrupted by the setup of the corporate LAN.	-	If not used <input type="checkbox"/>	If used Please ask the person in charge of the system to authorize the extension concerned.

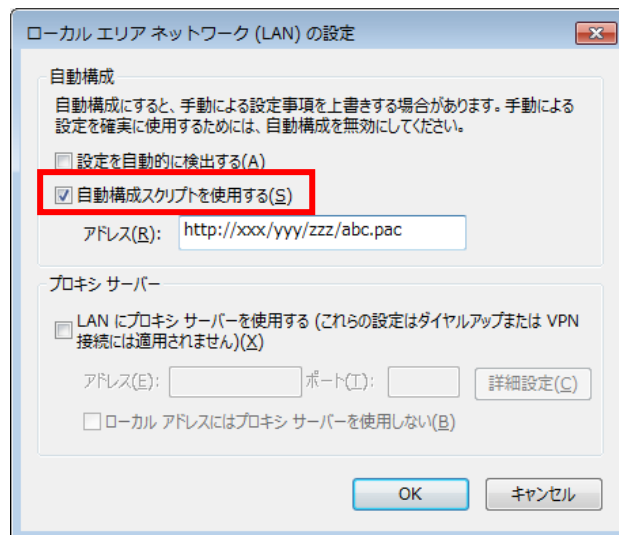
If a problem has not yet been resolved at this point, it is assumed that the problem is related to terminals being used internally or environments (e.g., software controlling access has been installed), and therefore please check with the internal person in charge of the system or the network.

★Methods of confirmation and modification of a PAC (automatic configuration script) file

(Confirmation method)

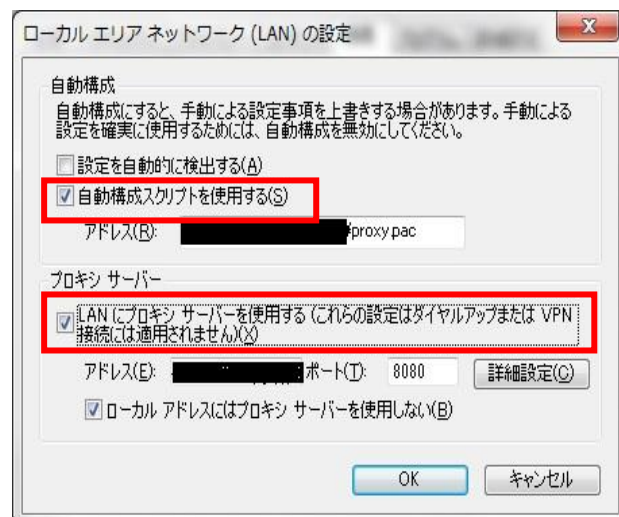
* A confirmation method of the setup of the Internet Option on Internet Explorer is described.
(The setup of the Internet Option can be confirmed and modified on “Control Panel”.)

- 1) Open Internet Explorer 11.
- 2) Select the “Tools” tab and click “Internet Options.”
- 3) Select the “Connections” tab and click “LAN setting.”
- 4) If the following screen appears, the PAC (automatic configuration script) file is being used.



(Modification method)

If the LAN is set up by checking two check boxes as the diagram below indicates, it is confirmed that the process can be continued in a normal way.



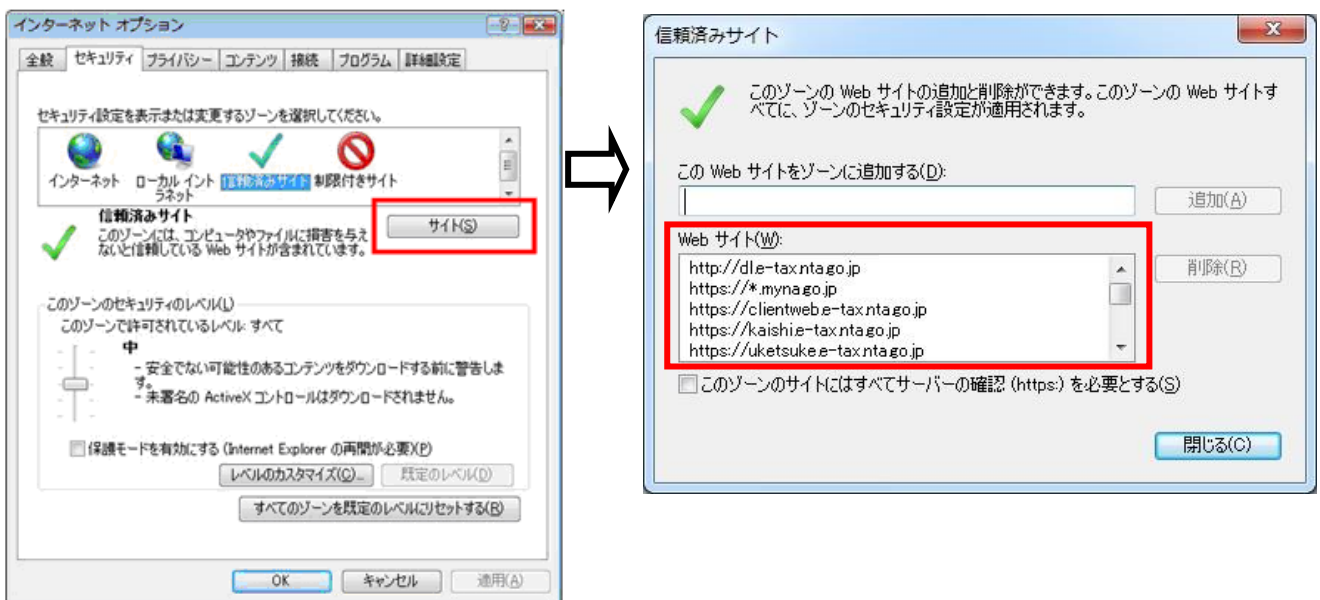
★ Methods of confirmation and modification of the Trusted sites in Internet Option

(Confirmation method)

* A confirmation method of the setup of the Internet Option on Internet Explorer is described.

(The setup of the Internet Option can be confirmed and modified on “Control Panel”.)

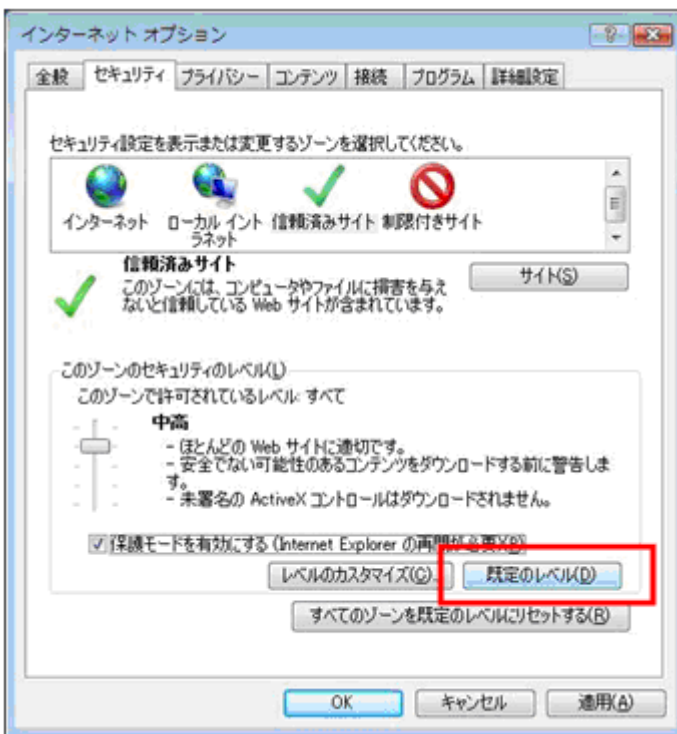
- 1) Open Internet Explorer 11.
- 2) Select the “Tools” tab and click “Internet Options.”
- 3) Select the “Security” tab and click “Trusted sites.”
- 4) Click the “Sites” button.
- 5) On the “Trusted sites” screen below, confirm if the following sites are set up.
 - 1 http://dl.e-tax.nta.go.jp
 - 2 https://clientweb.e-tax.nta.go.jp
 - 3 https://kaishi.e-tax.nta.go.jp
 - 4 https://uketsuke.e-tax.nta.go.jp
 - 5 https://*.myna.go.jp



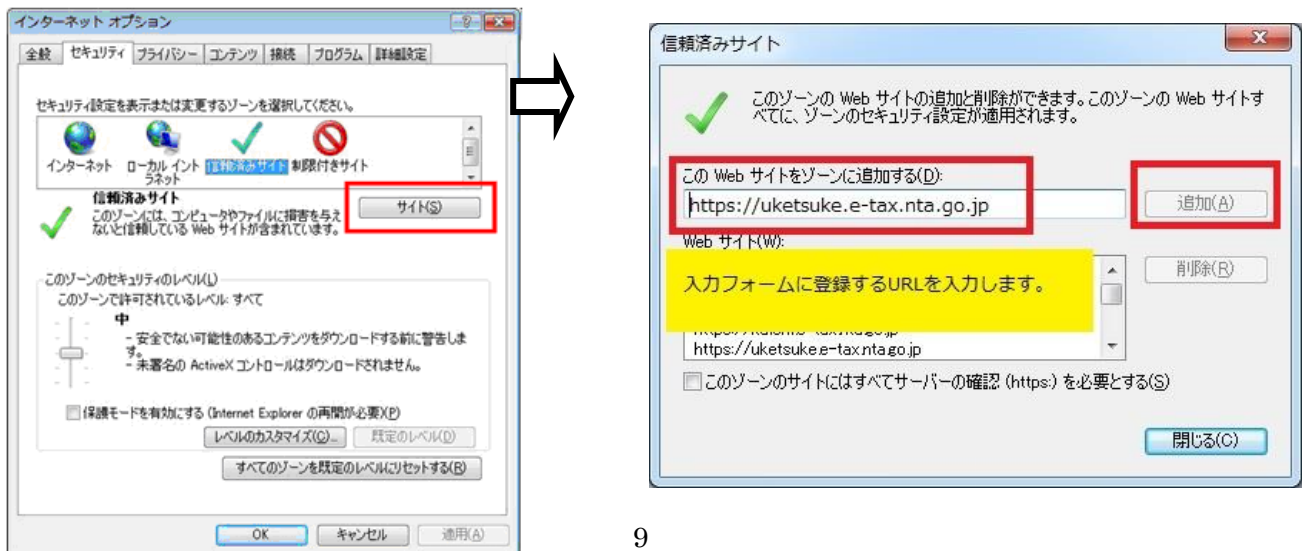
(Modification method)

If those sites have not been set up, please set them up manually as follows, or since there is a possibility that a registration of the Trusted sites is controlled by the internal directory service (e.g., Active Directory), please check with the person in charge of the system.

- 1) Open Internet Explorer 11.
- 2) Select the "Tools" tab and click "Internet Options."
- 3) Select the "Security" tab and click "Trusted sites."
- 4) Confirm that the security zone of "Trusted sites" is a default setting.
- 5) If the security zone has been changed from the default setting, the "Default level" button is ready to be clicked. Therefore, click the button to return to the default setting.
- 6) If it is not possible to click the "Default level" button, the status should be the default setting, and therefore move on to the next step.



7) Click the "Sites" button.

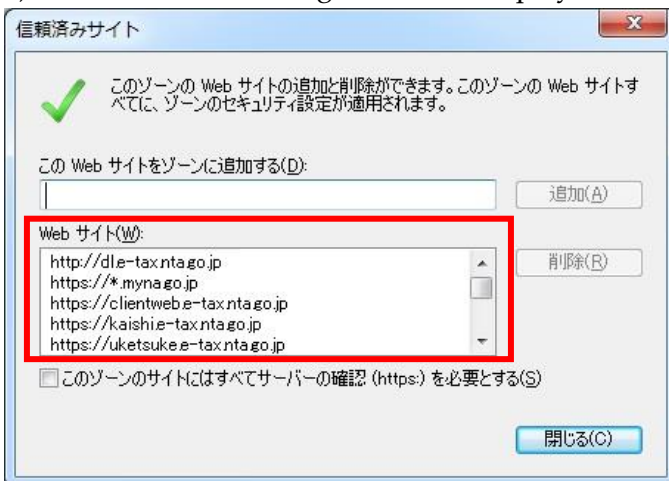


8) The “Trusted sites” window appears. Input the following URLs in the input field under “Add this website to the zone” and click “Add.”

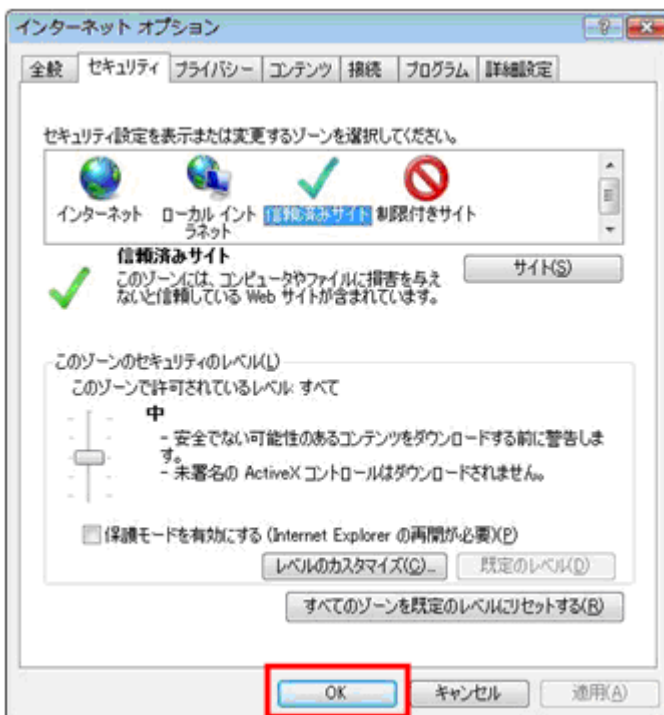
Repeat the operation for the following five URLs to add all URLs.

- 1 http://dl.e-tax.nta.go.jp
- 2 https://clientweb.e-tax.nta.go.jp
- 3 https://kaishi.e-tax.nta.go.jp
- 4 https://uketsuke.e-tax.nta.go.jp
- 5 https://*.myna.go.jp

9) Confirm that URLs registered are displayed in “Websites,” and click “Close.”



10) Click “OK” to return to the “Internet options” screen.



With these operations, the registration with “Trusted sites” is completed.

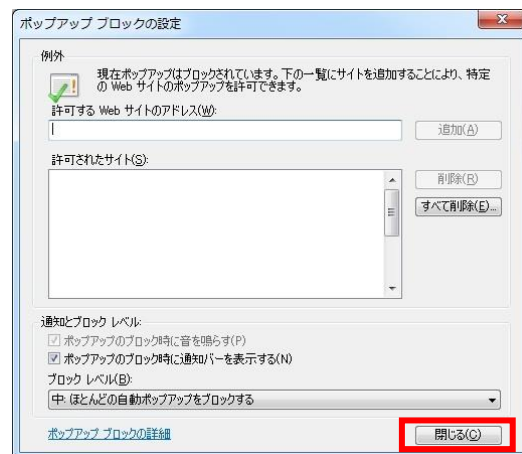
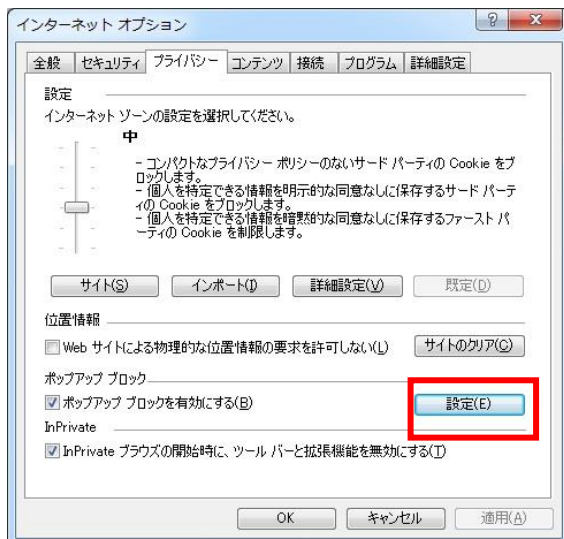
★ Methods of confirmation and modification of the Pop-up Blocker in Internet Option

(Confirmation method)

* A confirmation method of the setup of the Internet Option on Internet Explorer is described.

(The setup of the Internet Option can be confirmed and modified on “Control Panel”.)

- 1) Open Internet Explorer 11.
- 2) Select the “Tools” tab and click “Internet Options.”
- 3) Select the “Privacy” tab and click “Settings” in “Pop-up Blocker.”
- 4) Confirm if there are the following URLs in the input field under “Address of Web site to allow” on the “Pop-up Blocker Settings” screen.
 - 1 dl.e-tax.nta.go.jp
 - 2 clientweb.e-tax.nta.go.jp
 - 3 kaishi.e-tax.nta.go.jp
 - 4 uketsuke.e-tax.nta.go.jp
 - 5 myna.go.jp

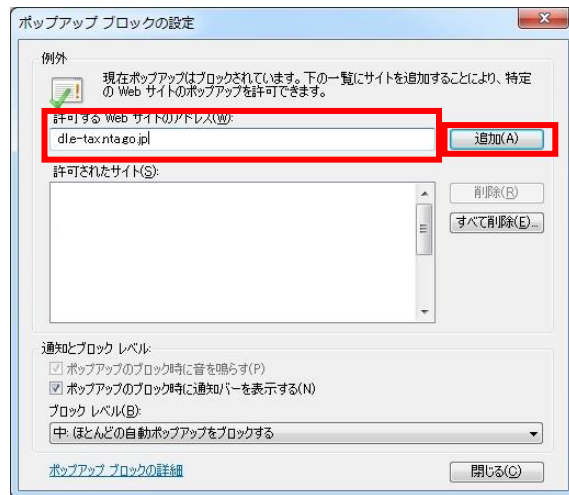
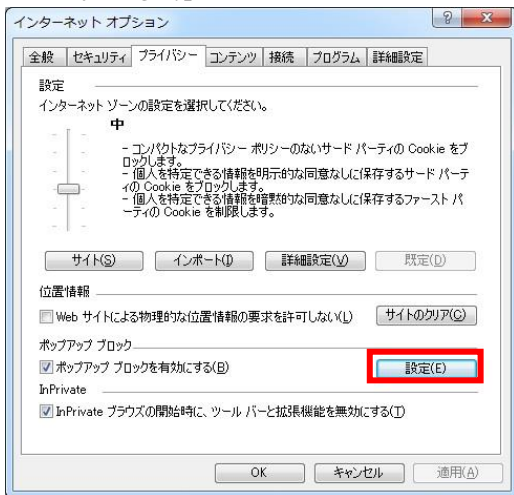


(Modification method)

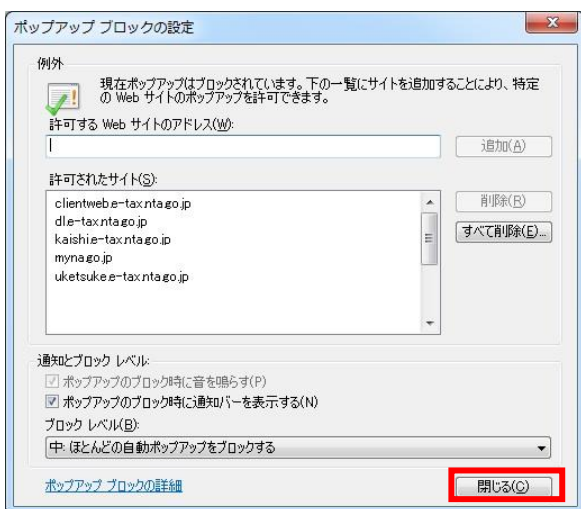
If the Pop-up Blocker has not been set up, please set it up manually as follows, or since there is a possibility that a registration of the Pop-up Blocker is controlled by the internal directory service (e.g., Active Directory), please check with the person in charge of the system.

- 1) Open Internet Explorer 11.
- 2) Select the "Tools" tab and click "Internet Options."
- 3) Select the "Privacy" tab and click "Settings" in "Pop-up Blocker."
- 4) Input the following URLs in the field under "Address of Web site to allow" on the "Pop-up Blocker Settings" screen and then click "Add."

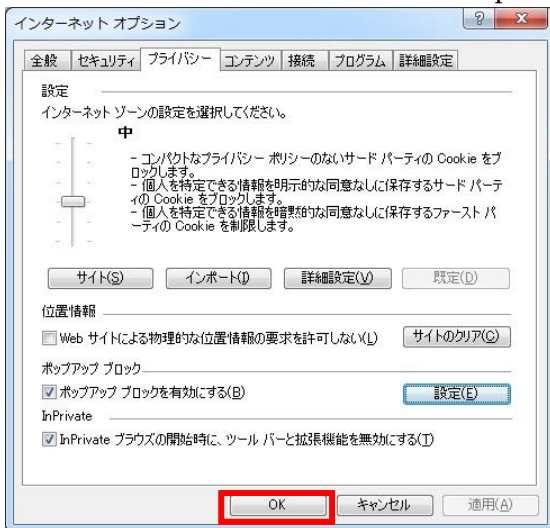
- 1 dl.e-tax.nta.go.jp
- 2 clientweb.e-tax.nta.go.jp
- 3 kaishi.e-tax.nta.go.jp
- 4 uketsuke.e-tax.nta.go.jp
- 5 myna.go.jp



- 5) Confirm that URLs registered are displayed in "Allowed sites" and then click "Close."



6) Click "OK" to return to the "Internet Options" screen.



With these operations, the registration with "Allowed sites" in Pop-up Blocker sites is completed.

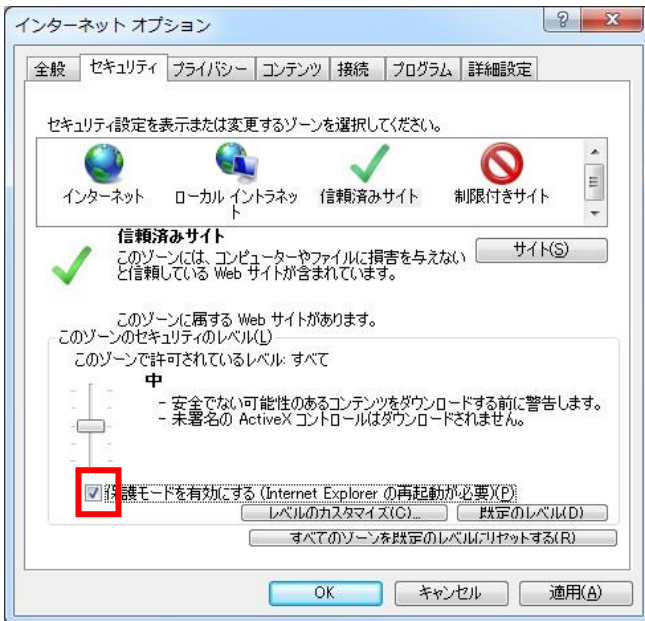
★ Methods of confirmation and modification of the Protected Mode in Internet Option

(Confirmation method)

* A confirmation method of the setup of the Internet Option on Internet Explorer is described.

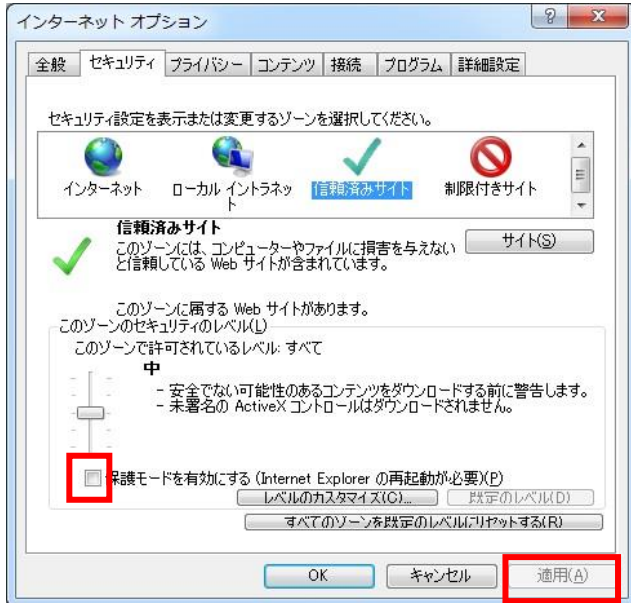
(The setup of the Internet Option can be confirmed and modified on “Control Panel”.)

- 1) Open Internet Explorer.
- 2) Select the “Tools” tab and click “Internet Options.”
- 3) Select the “Security” tab and click “Trusted sites.”
- 4) Confirm the check box “Enable Protected Mode” in “Security level for this zone” under “Trusted sites.”



(Modification method)

- 1) Open Internet Explorer.
- 2) Select the "Tools" tab and click "Internet Options."
- 3) Select the "Security" tab and click "Trusted sites."
- 4) Confirm the check box "Enable Protected Mode" in "Security level for this zone" under "Trusted sites."



- 5) If the check box "Enable Protected Mode" in "Security level for this zone" under "Trusted sites" has been checked, uncheck the check box.
- 6) Confirm the check was unchecked and then click the "Apply" button.
- 7) Click the "OK" button to close the screen.
- 8) Close all Internet Explorer screens.

With these operations, the setup of the Protected Mode is completed.

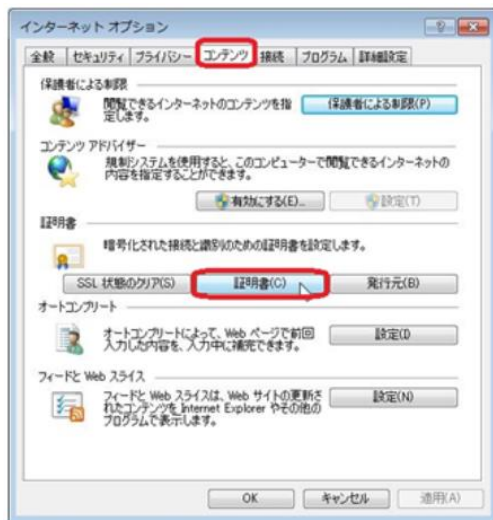
★ Method of confirmation of the root certificate and intermediate certificate in Windows Certificate Store.

(Confirmation method)

* A confirmation method of the setup of the Internet Option on Internet Explorer is described.

(The setup of the Internet Option can be confirmed and modified on “Control Panel”.)

- 1) Open Internet Explorer.
- 2) Select the “Tools” tab and click “Internet Options.”
- 3) Click “Certificates” under the “Content” tab.



4) Select the “Trusted Root Certification Authorities” tab, and if the following certificate is displayed, the root certificate has been properly installed.

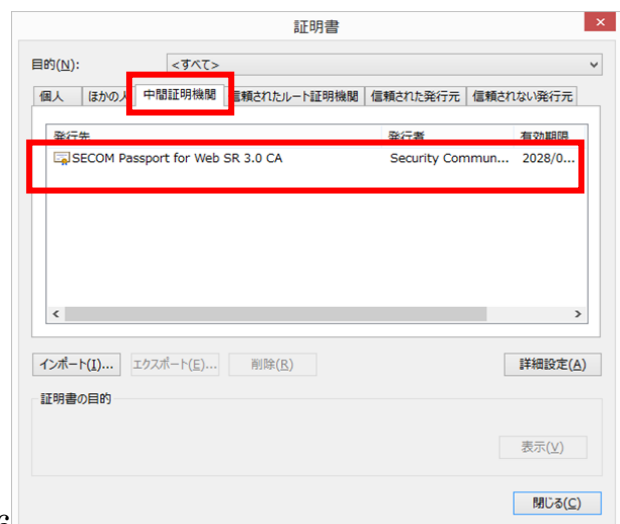
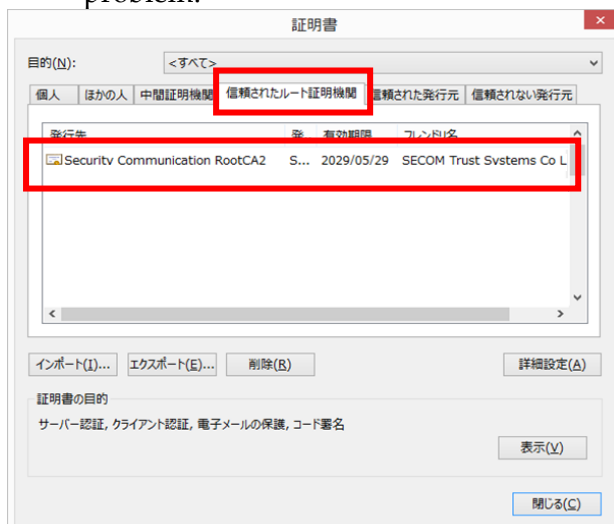
- 1 Security Communication RootCA2

*Several certificates may be displayed depending of the environment used, but there is no problem.

5) Select the “Intermediate Certification Authorities” tab, and if the following certificate is displayed, the root certificate has been properly installed.

- 1 SECOM Passport for Web SR 3.0 CA

*Several certificates may be displayed depending of the environment used, but there is no problem.

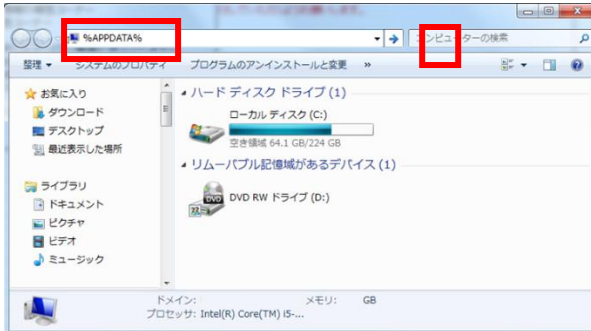


★ Method of confirmation of the e-Tax folder

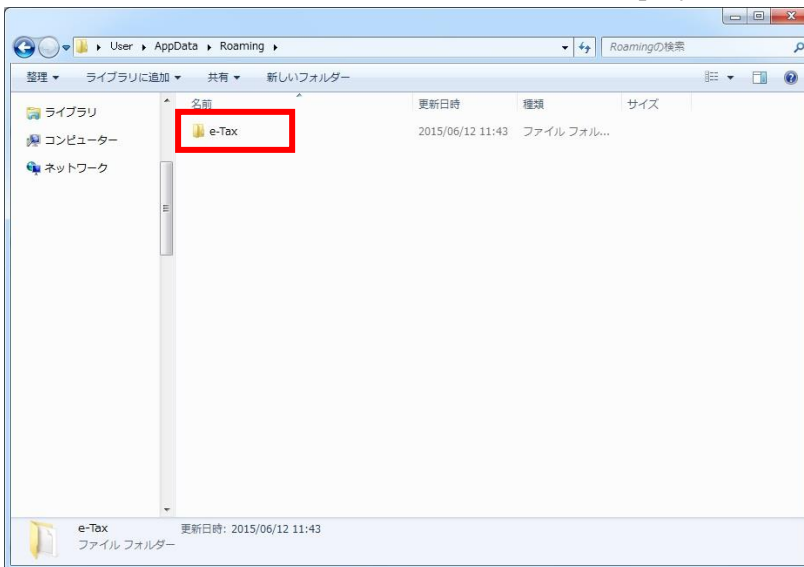
(Confirmation method)

*A general confirmation method is described.

1) Open Explorer, input “%APPDATA%” in the address field and click the “Go” button.

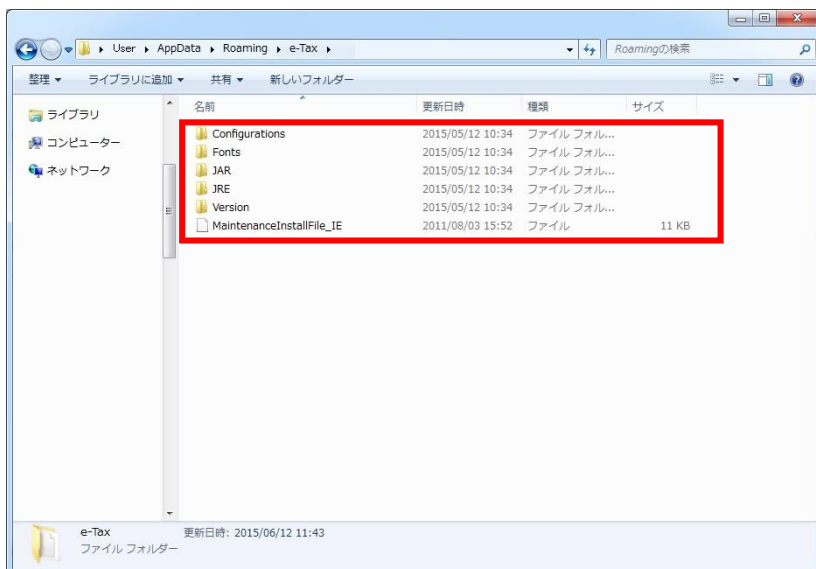


2) Check if there is an “e-Tax” folder in the folder displayed.



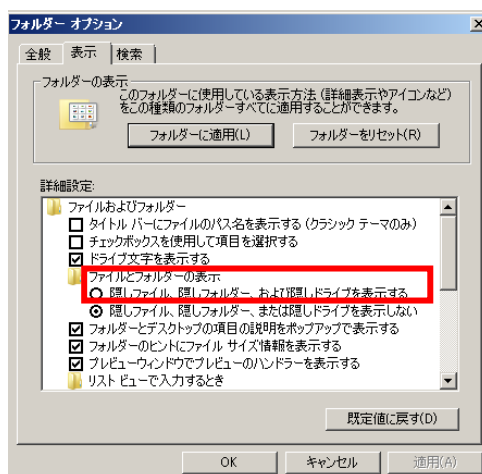
3) Open the “e-Tax” folder, and check if there are following folders (files).

- 1 Configurations folder
- 2 Fonts folder
- 3 JAR folder
- 4 JRE folder
- 5 Version folder
- 6 MaintenanceInstallFile_IE



4) If the “%APPDATA%” does not exist, there is a possibility that the folder is hidden, and therefore check if a hidden folder and a hidden drive are indicated by the following procedures.

- 1 Open Explorer and click “Folder and search options” under the “Organize” tab.
- 2 Check if “Show hidden files, folders, and drivers” under the “View” tab has been selected.

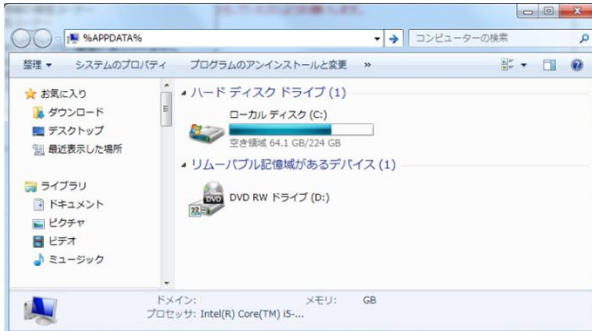


★ Method of confirmation of the reference authority to the e-Tax folder

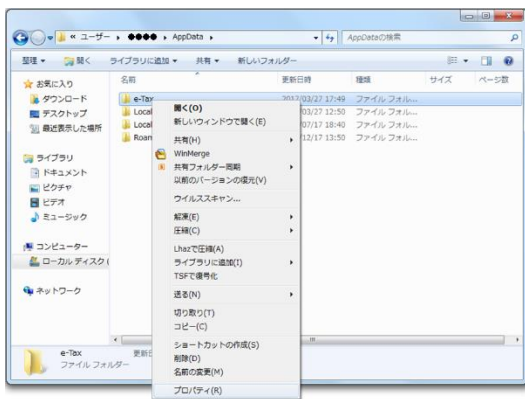
(Confirmation method)

*A general confirmation method is described.

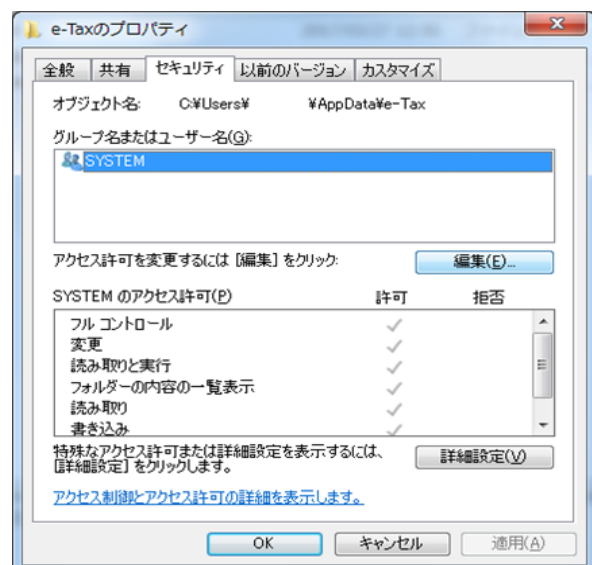
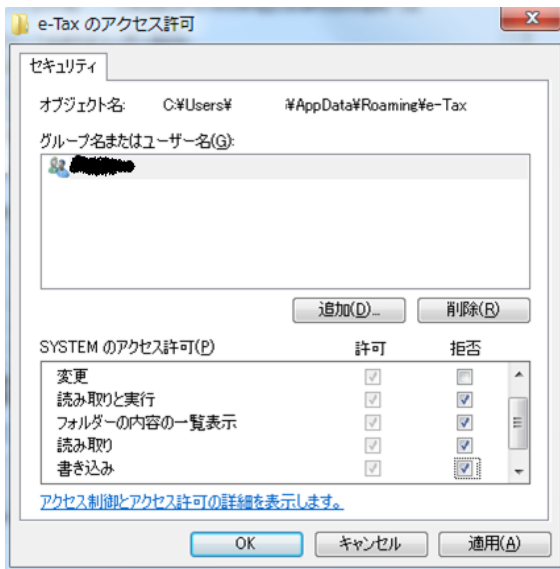
1) Open Explorer, input “%APPDATA%” in the address field and click the “Go” button.



2) Select the “e-Tax” folder in the folders displayed, right-click and select “Property.”



3) If “Deny” for “Read & execute” is checked, or neither “Allow” nor “Deny” are checked as the diagram below (left diagram) indicates, please change the authority to enable “Read & execute” as the diagram (right diagram) indicates.



★ Method of confirmation of the XML file

(Confirmation method)

*Please confirm this item on Internet Explorer because this item is unable to confirm on Microsoft Edge.

1) Open Internet Explorer.

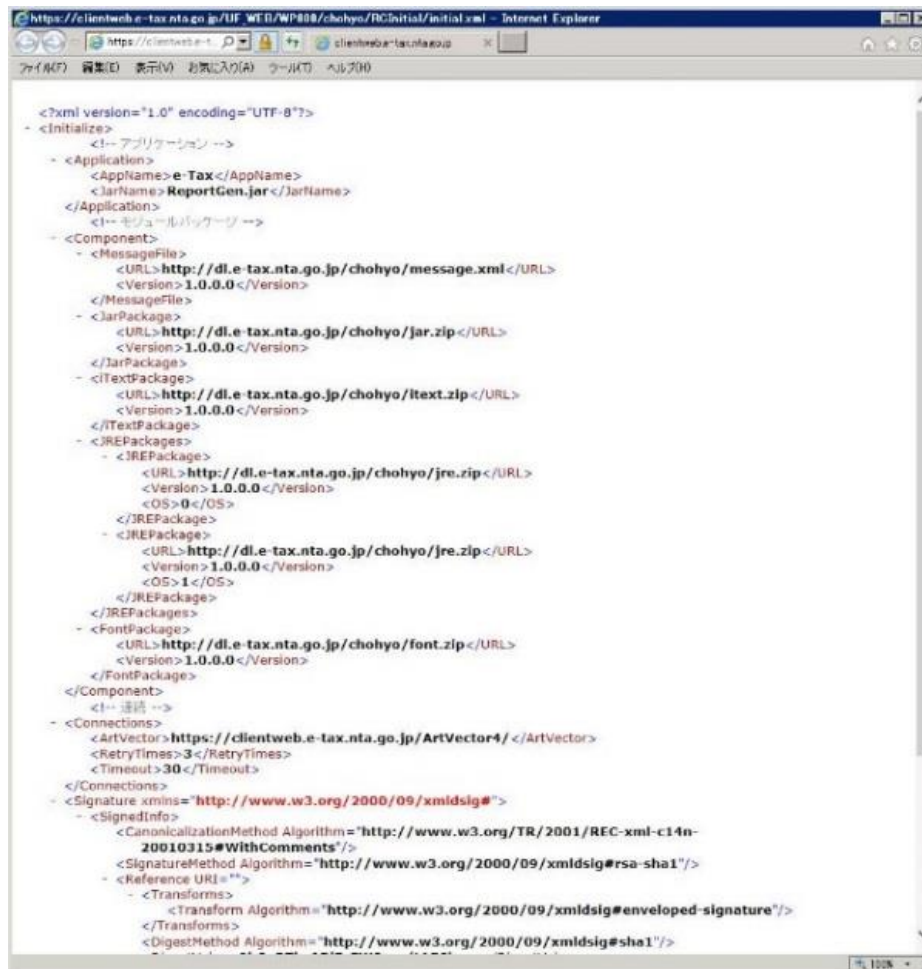
2) Input "XXXX (see below)" in the address field and click the "Search" button.

1 https://clientweb.e-tax.nta.go.jp/UF_WEB/WP000/chohyo/RCInitial/initial.xml

2 <http://dl.e-tax.nta.go.jp/chohyo/message.xml>



3) If the following screen is displayed, right-click anywhere on the page and select "Properties."



4) On the screen displayed, check if the Zone indicates “Trusted sites – Protected Mode: Disable.”

