Java applet errors

E_PKI_NOT_INSTALLED

In case of error with code E_PKI_NOT_INSTALLED (Fig. 1) while working in the Web-client, for example, It means that:

- the Certificates storage is not installed;
- the 32-bit Certificates storage is not installed on the 64-bit OS.

On this page:

- E_PKI_NOT_INSTALLED
- E_JNI_NOT_INSTALLED


```
== ERROR_CODE ==
E_PKI_NOT_INSTALLED
 == JAVA_LOG ==
```

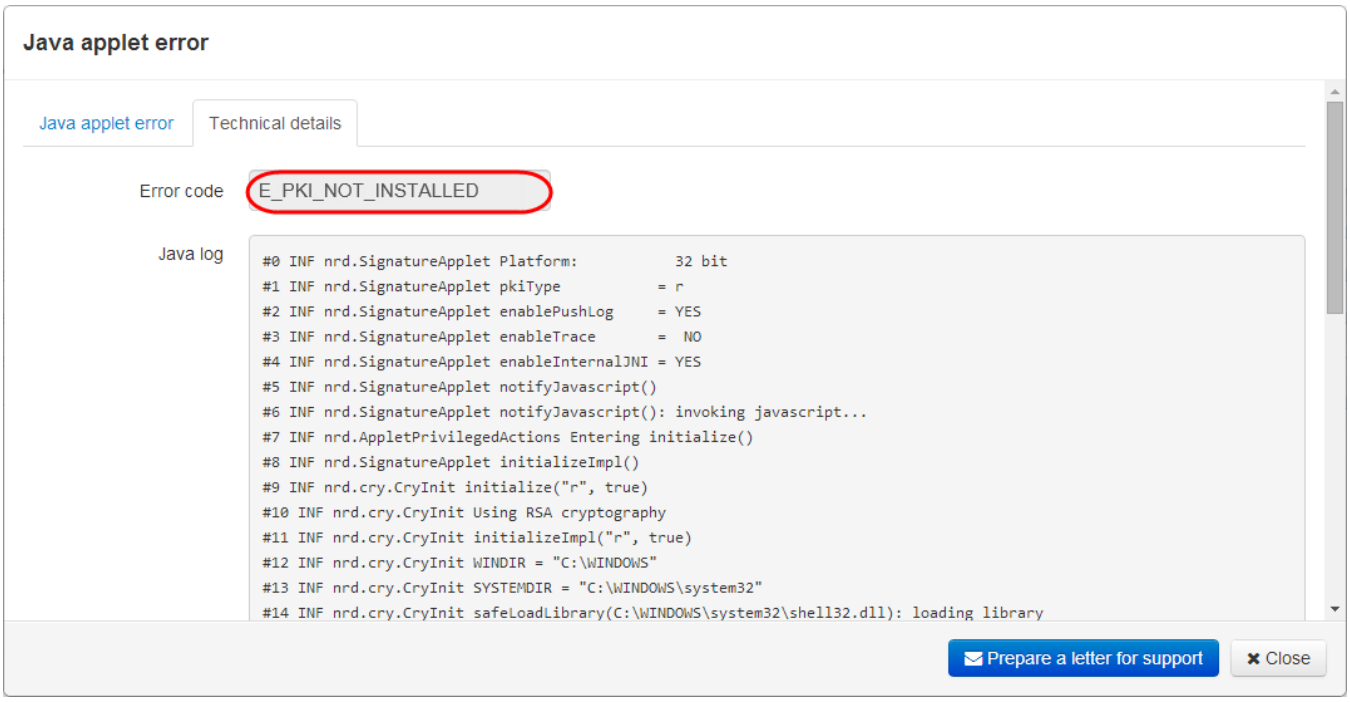


Fig. 1 – Certificates storage is not installed

You need to install the 32-bit Certificates storage to work with certificates, regardless of the bitness of your OS. Additional an installation of 64-bit Certificate directory is required if you are using the 64-bit OS. Install Certificates storage

E_JNI_NOT_INSTALLED

Error E_JNI_NOT_INSTALLED (Fig. 2) occurs when the Java API is not installed. Install Java API

```
== ERROR_CODE ==
E_JNI_NOT_INSTALLED
== JAVA_LOG ==
```

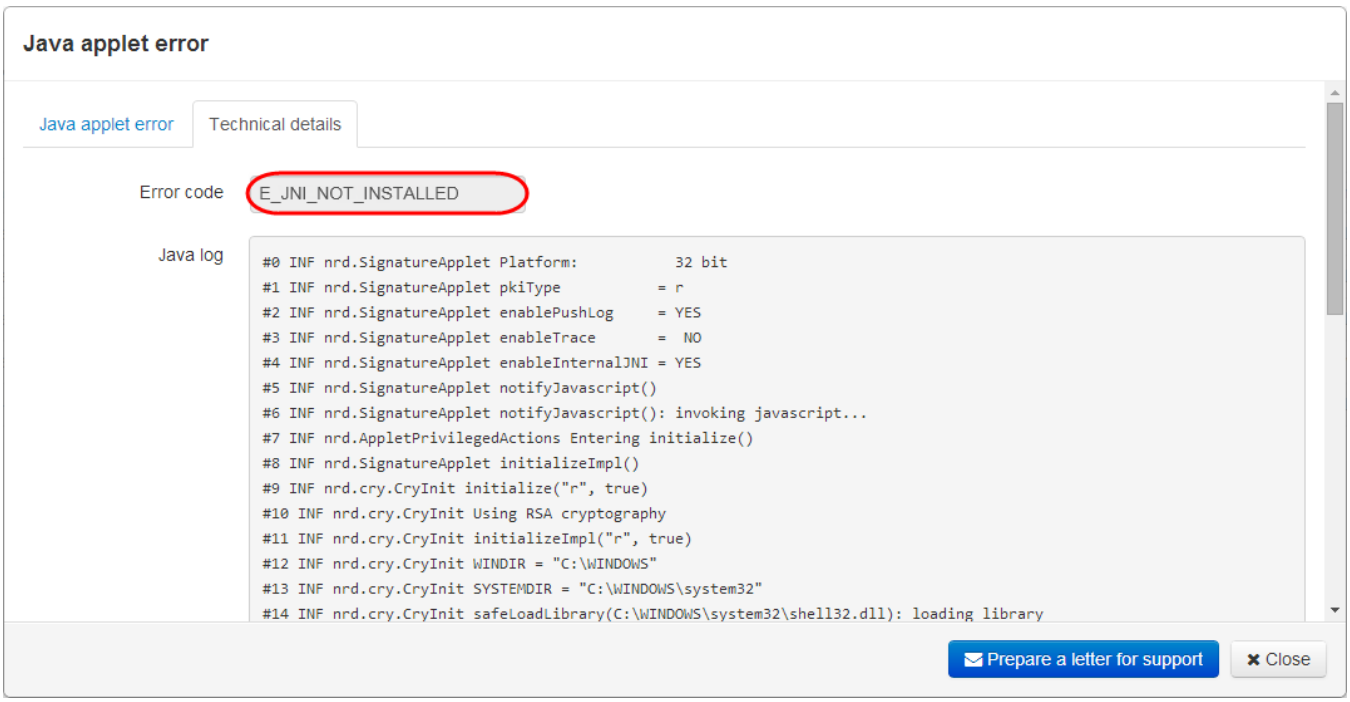


Fig. 2 – Java API is not installed