

## **FREQUENTLY ASKED QUESTIONS - RIS**

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## 1 Why is my company not listed in the Registration Form?

If your company isn't listed, it means it hasn't been registered with **UIC (International Union of Railways)** yet. To resolve this:

1. **Contact UIC** – Reach out to them and follow their registration process.  
**Email:** [info@uic.org](mailto:info@uic.org) **Phone:** +33 (0) 1 44 49 20 20
2. **Provide necessary documents** – UIC may require proof of business registration.
3. **Wait for confirmation** – Once your company is added to the UIC register, it should appear in the form.
4. **Retry registration** – After your company is listed, try registering again.

## 2 Why can't I access the RIS application even if I receive an account from RNE Team?

The main reason is because the RIS application is using SSO authentication (Single Sign On authentication).

### SSO-Related Issues & Solutions

1. **Incorrect Account Used for Login**
  - If you have **multiple accounts**, ensure you're using the correct one linked to RIS.
  - Try logging out of all accounts and then logging in with the correct email.
2. **SSO Authentication Failure**
  - Sometimes, SSO authentication can fail due to expired sessions.
  - Clear your **browser cache and cookies**, then retry logging in.
3. **SSO Session Conflict with Multiple Accounts**
  - If you have multiple accounts, the browser might try logging in with the wrong one.
  - Try logging in using **Incognito Mode** or another browser.
4. **Access Restricted by IT Policies**
  - Some companies' networks or firewalls block external applications. In that case you would need to get in touch with your own IT Department.
  - Try using a different network or contact your IT team.

### 3 How can I replicate the data from CRD using SOAP Services?

To replicate data from CRD using SOAP services, follow these steps:

- Ensure your company is **registered with UIC**.
- Sign the **User Agreement with RNE**.

As soon as your company data has been checked and the User Agreement has been signed, you will obtain an account which could be used for SOAP Services.

After you receive an account from RNE you will need to follow the following steps to Obtain a Certificate for CRD Data Replication

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#### 1. Contact RNE Support for a Certificate

Send an email to **support.ca@rne.eu** requesting a certificate.

Include the following information in your request:

- **E-mail address for notification:** *[Your provided email]*
- **Public DNS Name and/or Public IP from your CI / Legacy system:** *[Your system's public DNS or IP]*
- **OU (Organizational Unit):** *[Your company unit]*
- **O (Organization):** *[Your company name]*
- **L (Locality):** *[Your city]*
- **ST (State or Province):**
- **C (Country - ISO 3166-Alpha2):** *()*
- **Which issuing process to use:** *Simple Request*

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#### 2. Wait for Approval & Certificate Issuance

- The **RNE CA team** will verify your request and issue the certificate.
- You will receive further Documentation on **how to obtain the connection between legacy systems**.