

April 16, 2024
Fujitsu Japan Limited

Notice regarding erroneous issuance of certificate by Fujitsu MICJET Convenience Store system in Takamatsu City, Japan

Kawasaki, Japan, April 16, 2024- On April 4th, in Takamatsu City, it was discovered that the Fujitsu MICJET Convenience Store Issuance system issued a residence certificate for a different resident than the one applied for. We apologize to Takamatsu City, local residents, and all concerned for the inconvenience and concern caused as a result of the incident.

The cause of this incident was that a program for a single-server configuration was mistakenly applied instead of the correct program for Takamatsu City, which hosts a multi-server system configuration. Fujitsu has already applied the correct program and confirmed that it works properly for Takamatsu City.

We have also confirmed that the same issue does not occur for organizations with the same configuration as the system used in Takamatsu City. All organizations using the solution have additionally confirmed that all programs, including those not related to this specific incident, are being applied appropriately.

We once again regret the inconvenience caused and will take all measures necessary to prevent a recurrence.