




2024

Intra SSL Troubleshooting Manual



2024/4/19



Introduction

- The contents of this user manual are intended for specifically user of the **connection ID (*****@global)** who is using it **on a computer**.
- ※The Smartphone access user are excluded from this manual.

The connection ID below is subject to this manual:

*******@global**

Contents

- Cautionary Points of VPN Connecting...P3~P4

- What To Do if Intra SSL Cannot Connect To VPN
 1. Uninstall an applicable programs...P5
 2. Checking the Internet options settings...P6~P9
 3. Run Microsoft Edge and Login with Administrator rights ...P10
 4. How to connect from the Client Software ...P11~15

- Contact information...P16

Cautionary Points of VPN Connecting

- The following software may conflict with Ivanti Secure Access Client (VPN software).
If you have this software on your computer, please uninstall it and then connect again.
 - Anti-virus software
 - Firewall
 - The other VPN software
 - P2Psoftware etc.
- If bookmarked web sites were not appeared, please confirm to connect successfully and click the company logo (Figure. 1).



Figure.1

The icon(Figure.2) in orange when you connect successfully.
This icon is on task tray.



Figure.2

Cautionary Points of VPN Connecting

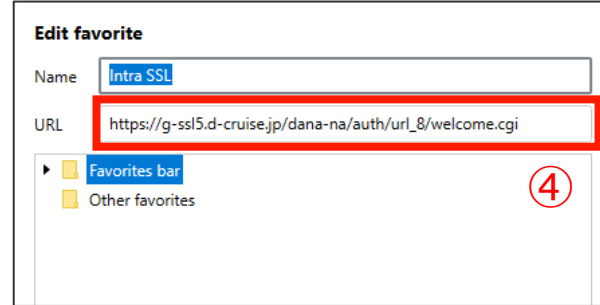
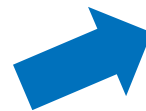
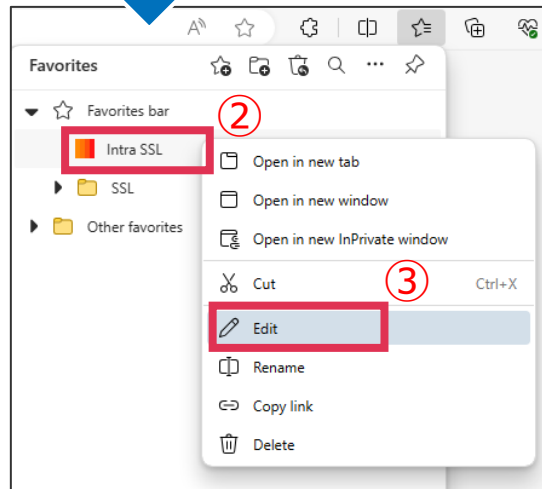
- Please enter the URL directly if you connect in the browser or please check setting URL of bookmarked web site.

<How to confirm the URL of bookmarked >

① Click the favorite

② Click [properties]

③ Please check the URL in [Web Document] tab.



<https://g-ssl5.d-cruise.jp/>

What To Do if Intra SSL Cannot Connect To VPN

1. Uninstall an applicable programs

This chapter provides procedures for uninstalling an applicable program.

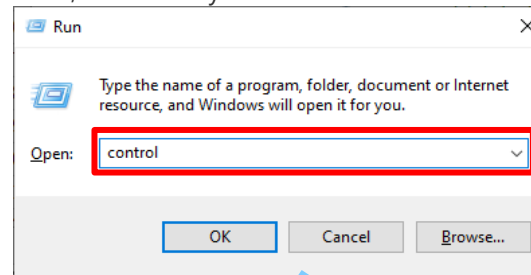
Please select Programs and Features from the Control Panel and then click Uninstall those programs.

*There are cases in which it is not installed.

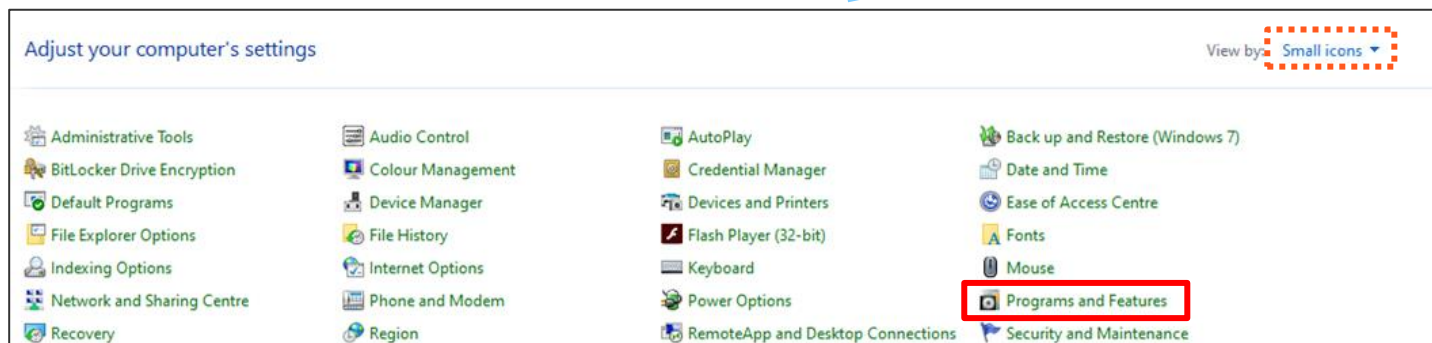
① Press **Windows** key and **R** key at the same time.



② Please type **Control** in the box within a red frame, followed by the **OK**.



③ Please click the **Programs and Features**.

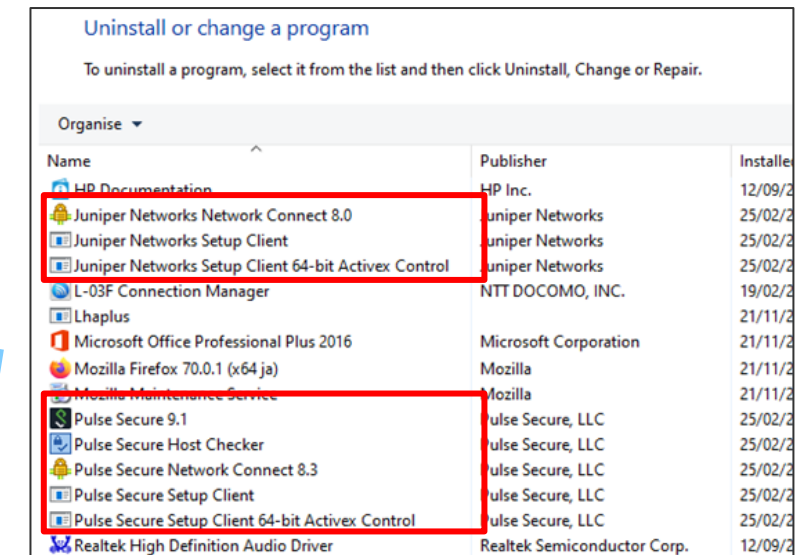


*If it is different from the following screen, please change **Small Icons**.

④ Right-click on the following programs and find it you want to uninstall, click it to select it, and then click Uninstall.

- Programs that start with **Juniper Networks**
- Programs that start with **Pulse Secure**

※If not applicable, no further action.

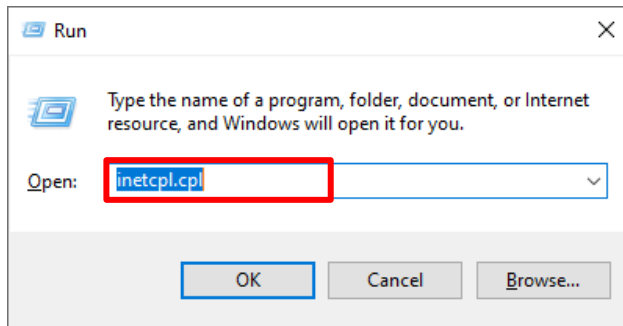


2. Checking the Internet options settings①

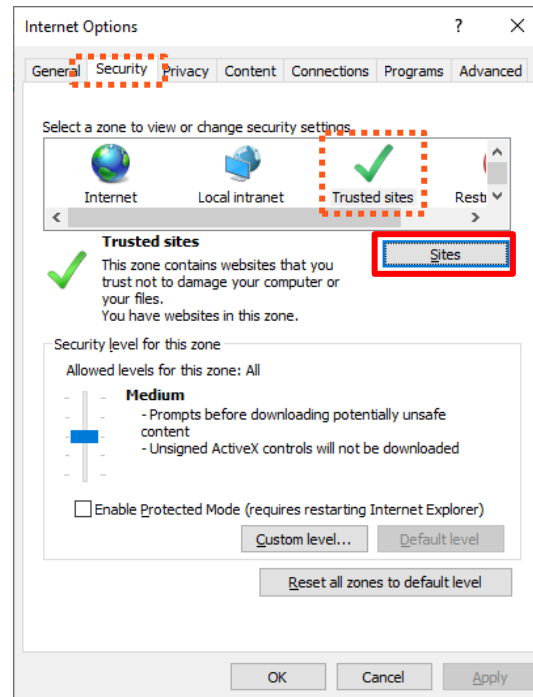
① Press **Windows** key and **R** key at the same time.



② Please type **inetctl.cpl** in the box within a red frame, followed by the **OK**.

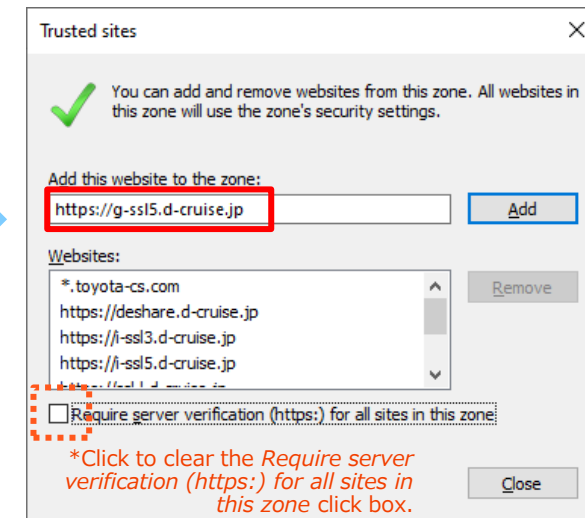


■ Click the **Security** tab, in the **Select a zone to view or change security settings** box, Click the **Trusted sites**, and then click **Sites**.



■ In the **Add this website to the zone** box, type the following URL of 3 sites that you trust, and then click **Add**.

- <https://g-ssl5.d-cruise.jp>
- <https://da-ssl.d-cruise.jp>

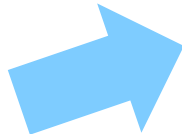
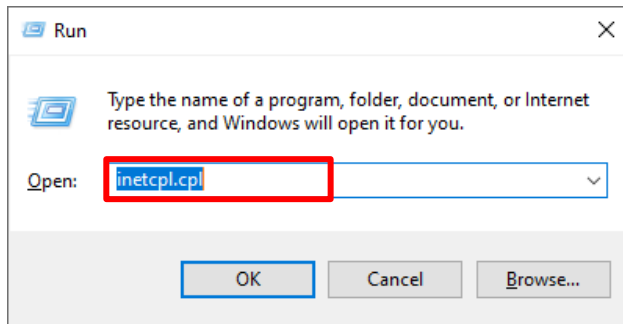


2. Checking the Internet options settings②

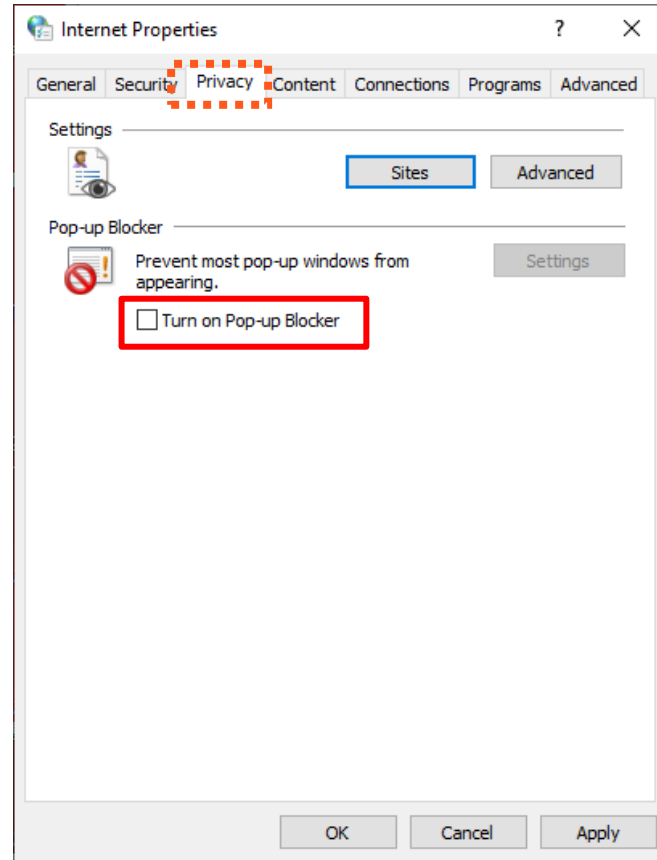
① Press **Windows** key and **R** key at the same time.



② Please type **inetctl.cpl** in the box within a red frame, followed by the **OK**.



■ Go to **Privacy** tab, uncheck **Turn on Pop-up Blocker** to disable the functionality.



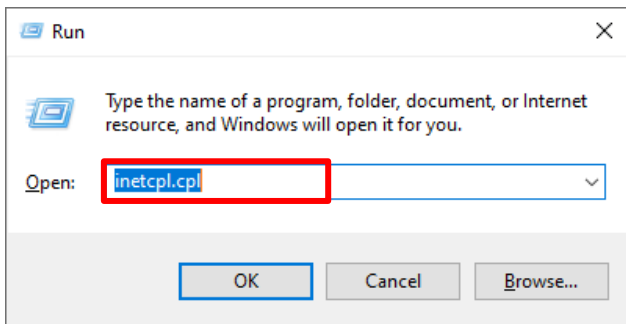
2. Checking the Internet options settings③

Please check the following the system settings. If it is not the correct setting, please change it.

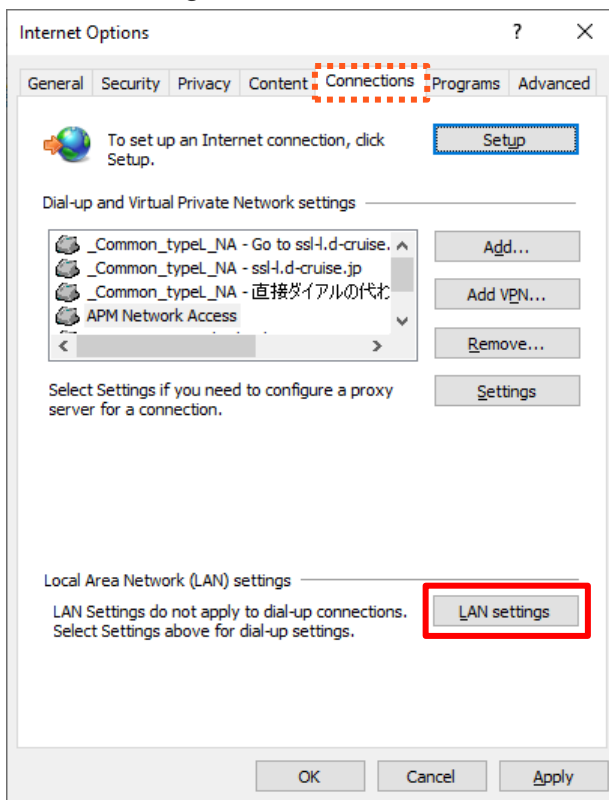
① Press **Windows** key and **R** key at the same time.



② Please type **inetctl.cpl** in the box within a red frame, followed by the **OK**.

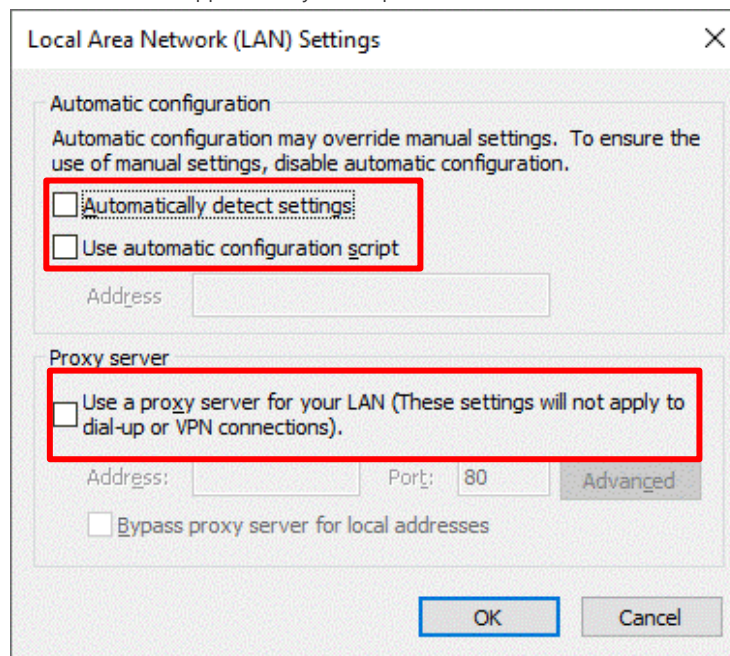


■ Go to **Connections** tab, and then click **LAN settings**. (under *Local Area Network settings*)



■ Uncheck all checkboxes: **the Automatic configuration** and **proxy server** within a red frame.

※ There are cases in which the network interruption when uncheck all checkboxes. If it happens that you can put a check in a box.



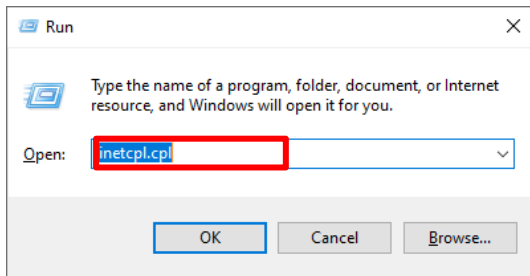
2. Checking the Internet options settings④

Please check the following the system settings. If it is not the correct setting, please change it.

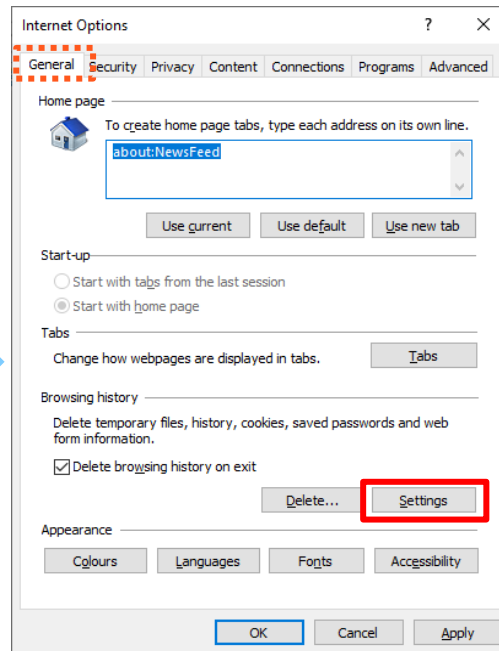
① Press **Windows** key and **R** key at the same time.



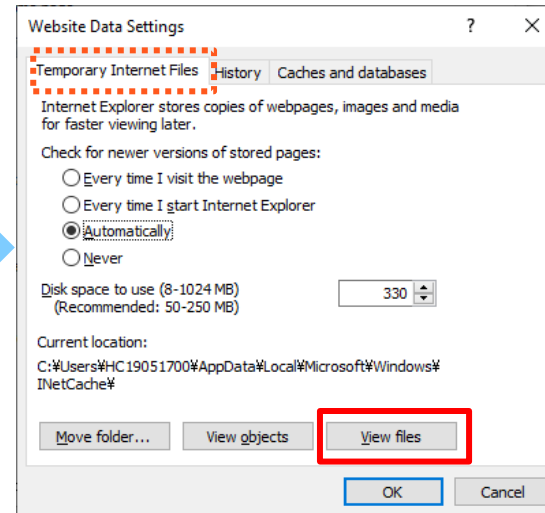
② Please type **inetctl.cpl** in the box within a red frame, followed by the **OK**.



■ GO to **General** tab, and then click **Settings**.









■ Go to **Temporary Internet Files** tab, and then click **View files**.



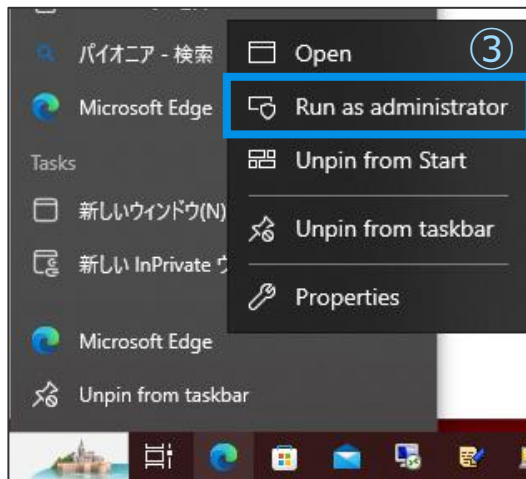
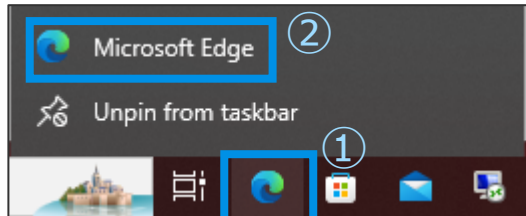
■ Please delete the appropriate data that starting with the following file name.

- Programs that start with **Juniper**
- Programs that start with **Pulse**

 PulseExt.exe	2017/12/04 5:12
 PulseSetupClient.ocx	2017/12/04 5:12
 PulseSetupClient.INF	2017/12/04 5:08
 JuniperExt.exe	2014/06/24 19:13
 JuniperSetupClient.ocx	2014/06/24 19:13
 JuniperSetupClient.INF	2014/06/24 19:13

3. Run Microsoft Edge and Login with Administrator rights

- ① On the task bar, right click the **Edge icon**.
- ② Right click on "**Microsoft Edge**".
- ③ Click on "**Run as administrator**" to open the browser with administrator rights.



- Please login using the following URL .

<https://g-ssl5.d-cruise.jp/>

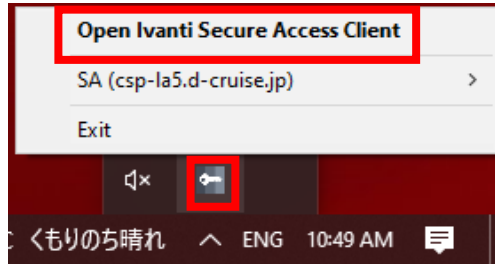
- **The Task Tray icon** depends on the system requirements for windows.



Upon logging in through the above URL, the client software will automatically install. Please answer Yes/OK when the pop-up message will appear. In case of it's a normal connection, you can find the **task tray** at the lower right on the desktop.

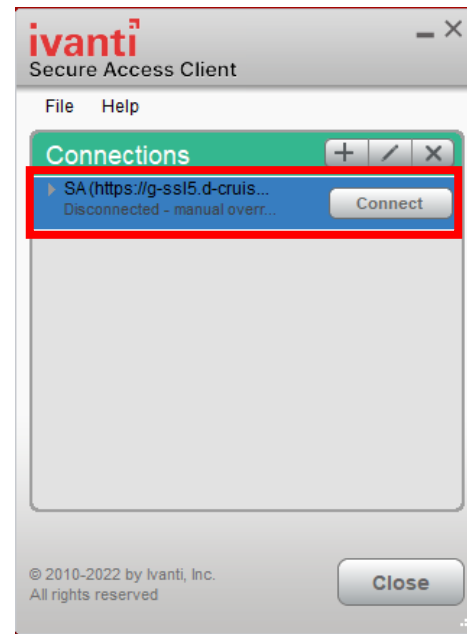
4. How to connect from the Client Software①

(1) Right click the Ivanti Secure Access Client on the task bar. Then click on "Open Ivanti Secure Access Client"

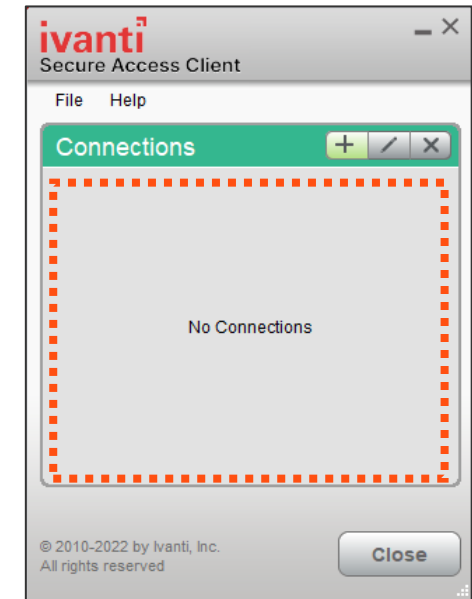


It will display either of the following:

■ If the connection list displays "SA(***)" (see below), move onto the next slide.

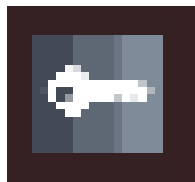


■ In case "No Connections" is displayed, proceed to (5)-(12) of the manual.



(reference)Ivanti Secure Access Client Icon

Not connected

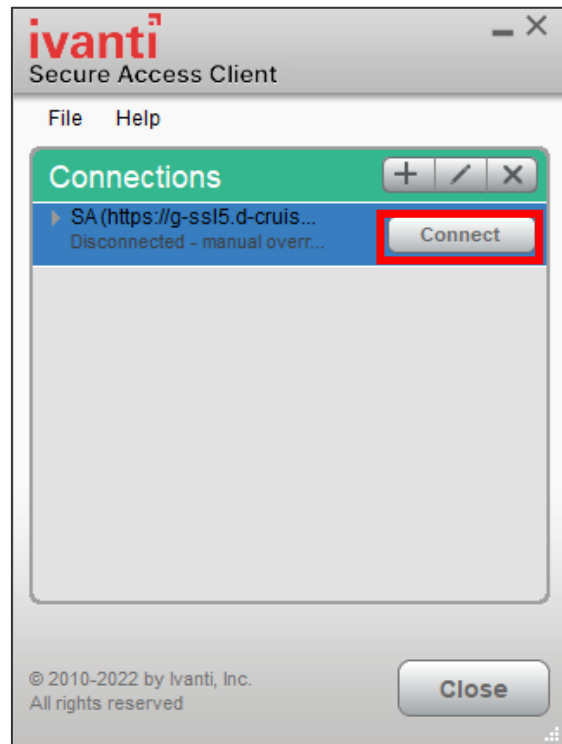


Connected

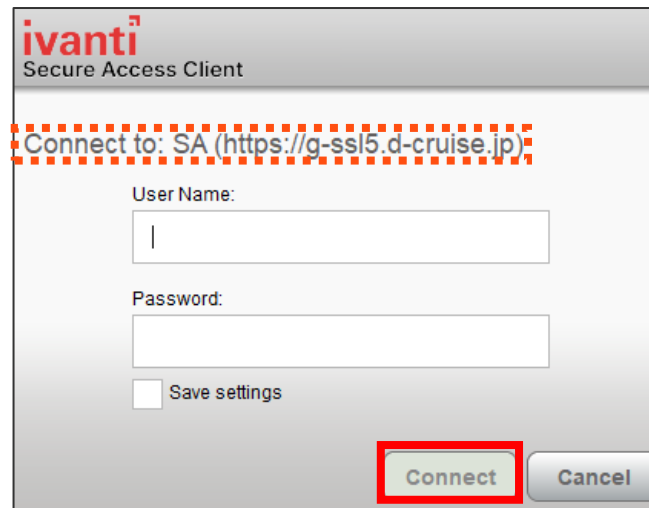


4. How to connect from the Client Software②

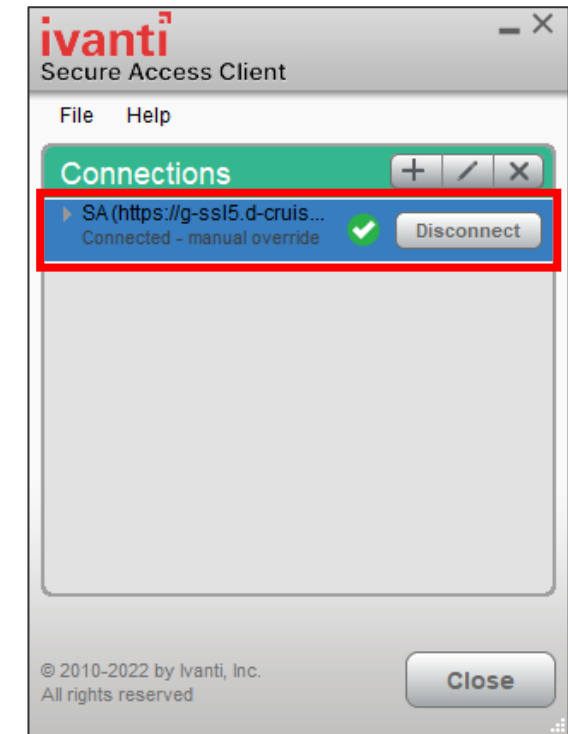
(2) If the connection list displays "**SA(***)**", press the "Connect" button.



(3) Enter the **Intra SSL** login username (**@global) and password. Then press the "Connect" button without checking the "Save settings" box.



(4) If it displays "**Connected**", the login was successful and the connection has been secured. It is now possible to access the contracted service from the link saved in the bookmarks.
*Please press "Disconnect" once done using the contracted services.

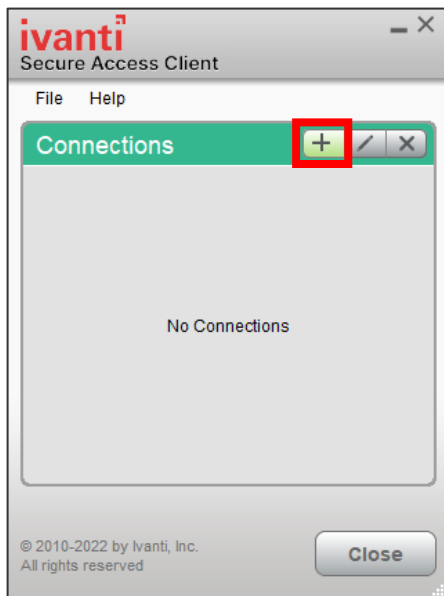


*If able to connect through (4), instructions from (5) onwards are not necessary.

*If not able to connect, proceed to instruction (5).

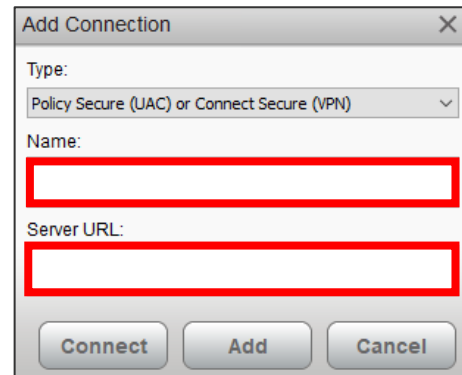
4. How to connect from the Client Software③

(5) Click the “+” icon on the right.

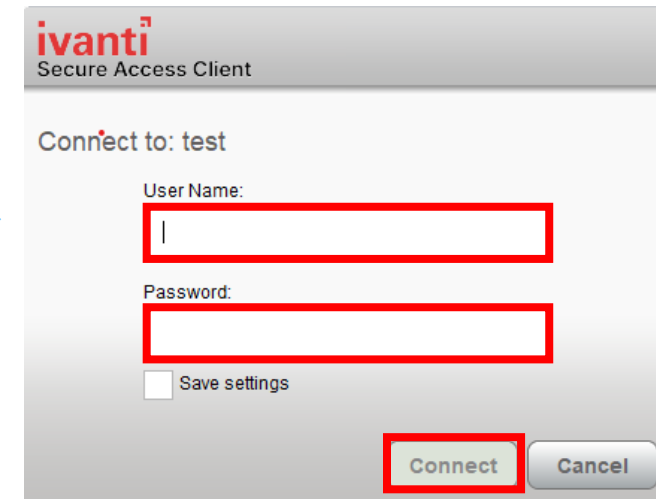


(6) Enter the following information in the “**Add Connection**” window.

- Name: **test**
- Server URL: **https://g-ssl5.d-cruise.jp/**

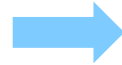
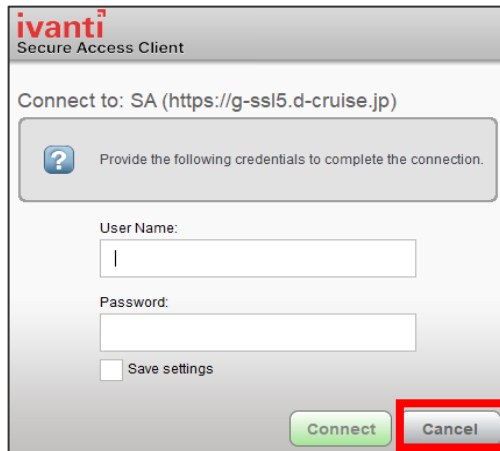


(7) Enter the **Intra SSL** login details in the following login window and press “**Connect**”.



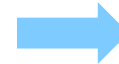
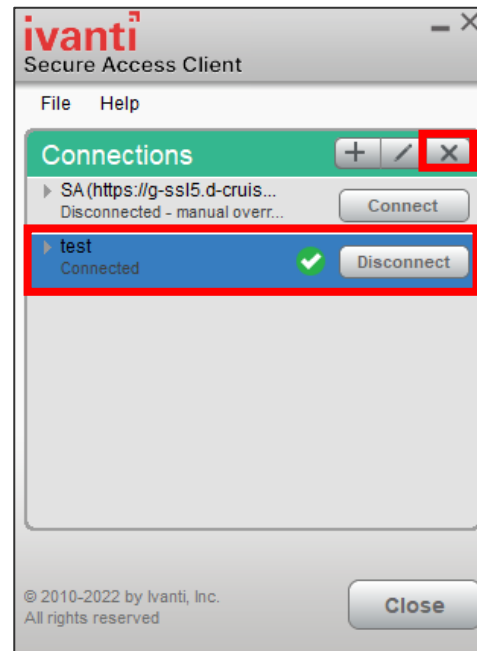
4. How to connect from the Client Software③

(8) Press "**Cancel**" without entering any login details in the SA(***) login window displayed below.

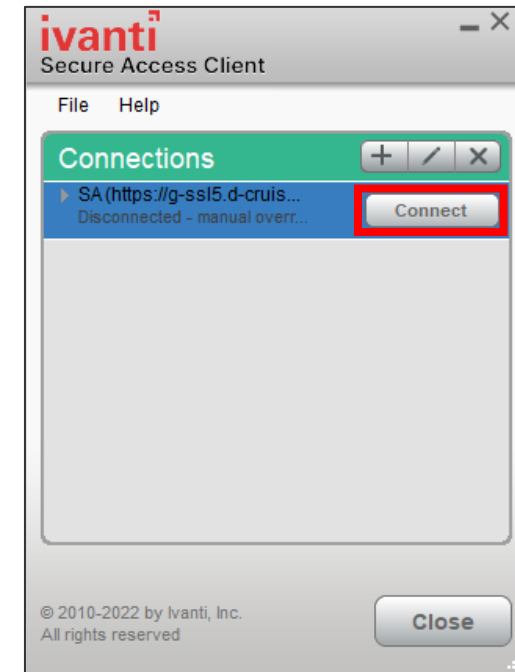


(9) The Ivanti connection list should display 2 connections as shown below.
Select the "**test**" connection and press the "X" button to delete it.

- SA(***) → Don't delete
- test → Delete

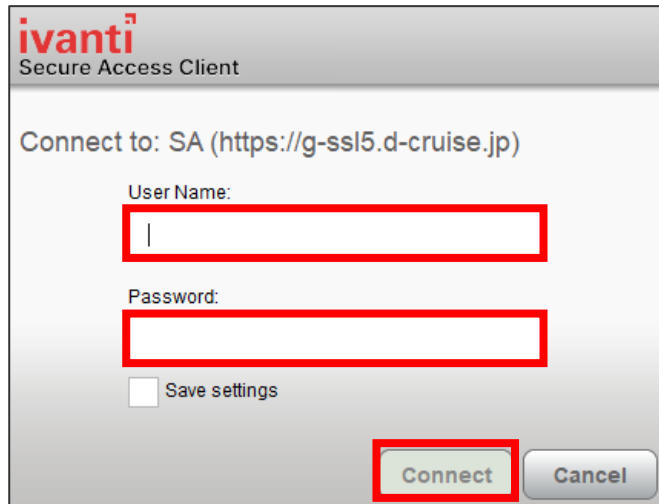


(10) Select the "**SA(***)**" connection and press the "**Connect**" button.



4. How to connect from the Client Software④

(1) The "**Connect to: SA(***)**" window will appear once again. Please enter the **Intra SSL** login credentials and press the "**Connect**" button.



ivanti
Secure Access Client

Connect to: SA (https://g-ssl5.d-cruise.jp)

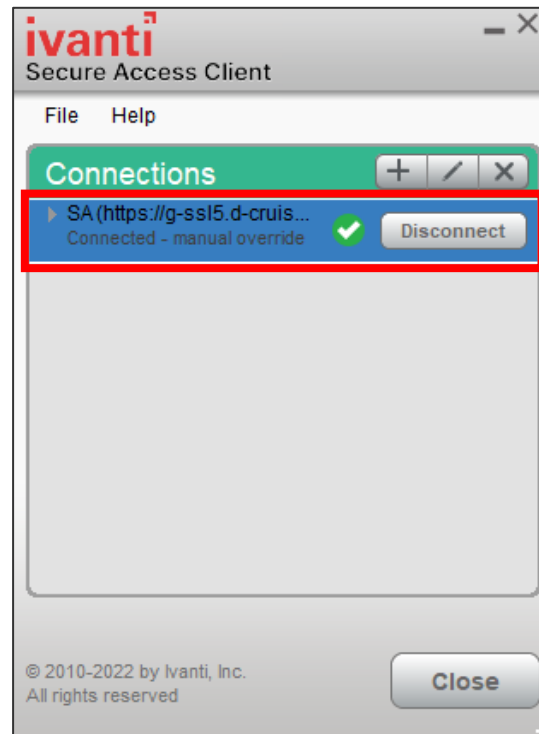
User Name:
|

Password:
|

Save settings

Connect Cancel

(2) Confirm that the "**SA(***)**" status is now "**Connected**"



Please enter the connection address directly into Microsoft Edge's address bar and confirm access to the website.

Contact information

- If you still cannot connect after the implementation, please contact us on the E-mail address below.

TOYOTA SYSTEMS Customer Center

E-mail : ts_customer_center_en@mailty.custhelp.com

※Could you please read **Intra SSL Troubleshooting Manual** thoroughly and dealt with the issue before you contact us?

Please kindly confirm the below 2 points:

1. Confirm all the items on this manual.
2. Please be sure to include the title of a document "**Intra SSL Troubleshooting Manual**" in your e-mail.