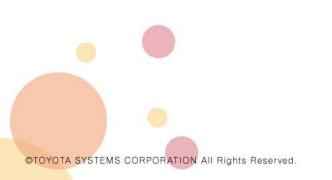


2024

Intra SSL Troubleshooting Manual





Introduction



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

The connection ID below is subject to this manual: ****@qlobal

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 \cdots P6~P9
- 3. Run Microsoft Edge and Login with Administrator rights ···P10~12
- 4. How to connect from the Client Software \cdots P13~P17

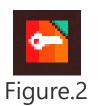
Contact information · · · P18



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
 - \cdot 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).

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







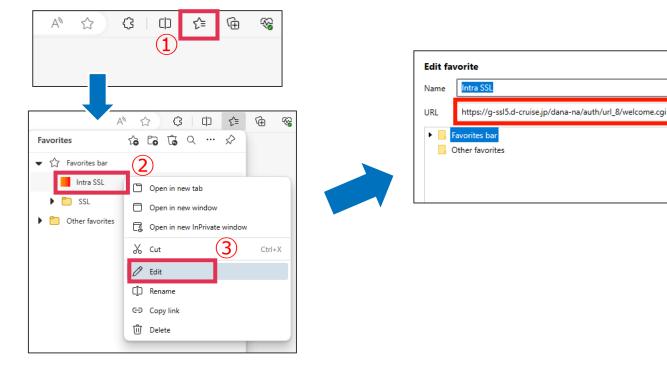
Please enter the URL directly if you connect in the browser or please check setting URL of bookmarked web site.

<How to confirm the URL of bookmarked >

(1)Click the favorite

②Click [properties] ③Please check the URL in [Web Document] tab.

 $(\mathbf{4})$



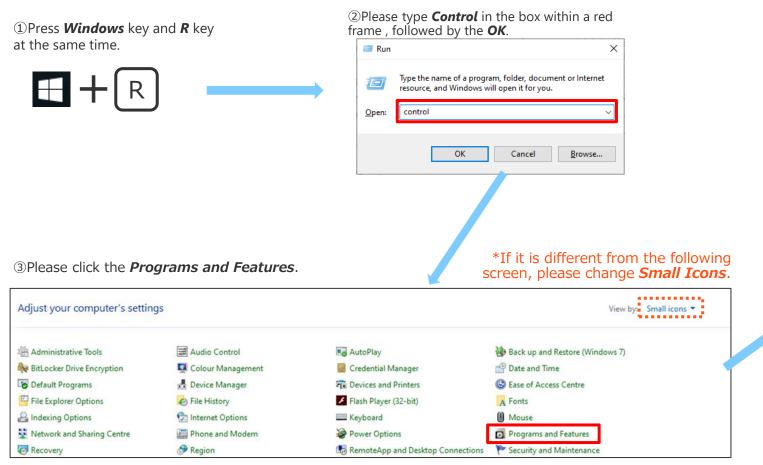
https://g-ssl5.d-cruise.jp/

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.



(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
Programs that start with Ivanti

XIf not applicable, no further action.

Uninstall or change a program		
To uninstall a program, select it from the list and then	click Uninstall, Change or Repair.	
Organise 🔻		
Name	Publisher	Installe
HP Documentation	HP Inc.	12/09/
Juniper Networks Network Connect 8.0	uniper Networks	25/02/
Juniper Networks Setup Client	uniper Networks	25/02/
III Juniper Networks Setup Client 64-bit Activex Control	uniper Networks	25/02/
L-03F Connection Manager	NTT DOCOMO, INC.	19/02/
💷 Lhaplus		21/11/
Microsoft Office Professional Plus 2016	Microsoft Corporation	21/11/
Mozilla Firefox 70.0.1 (x64 ja)	Mozilla	21/11/
👄 Ivanti Secure Access Client 22.3	vanti, Inc.	2024/0
Pulse Secure 9.1	ulse Secure, LLC	25/02/
😥 Pulse Secure Host Checker	ulse Secure, LLC	25/02/
Pulse Secure Network Connect 8.3	ulse Secure, LLC	25/02/
III Pulse Secure Setup Client	ulse Secure, LLC	25/02/
Pulse Secure Setup Client 64-bit Activex Control	ulse Secure, LLC	25/02/
🔀 Realtek High Definition Audio Driver	Realtek Semiconductor Corp.	12/09



2. Checking the Internet options settings 1

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



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

💷 Run			×
٨	Type the name of a progran resource, and Windows will		nt, or Internet
<u>O</u> pen:	inetcpl.cpl		~
	OK	Cancel	<u>B</u> rowse

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

Internet Options				?	×
General Security	Privacy Content	Connections	Programs	Advan	ced
			_		
Select a zone to vie	w or change secur	ity settings		_	_
<u>()</u>	I		/	(^	1
Internet	Local intrane	t Truste	d sites	Resti ∨ ≫	'
Trusted	sites		-		
trust not your files	contains websites to damage your con websites in this zon	mputer or	Sit	es	
Security level for	this zone				
Allowed levels f	or this zone: All				
con U	ompts before dowr tent nsigned ActiveX cor	ntrols will not b	e downloade	ed	
Enable Pro	tected Mode (requi	res restarting I	Internet Exp	olorer)	_
	<u>C</u> us	tom level	<u>D</u> efault	level	
		<u>R</u> eset all zone	es to default	t level	
	O	K C	ancel	<u>A</u> ppl	у

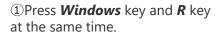
■ In the *Add this website to the zone* box, type the following URL of 3 sites that you trust, and then click *Add*.

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

Trusted sites	×
You can add and remove websites from this zone. this zone will use the zone's security settings.	All websites in
Add this website to the zone: https://g-ss15.d-cruise.jp Websites:	<u>A</u> dd
*.toyota-cs.com https://deshare.d-cruise.jp https://i-ssl3.d-cruise.jp https://i-ssl5.d-cruise.jp	<u>R</u> emove
Click to clear the Require server verification (https:) for all sites in this zo *Click to clear the Require server verification (https:) for all sites in this zone click box.	ne <u>C</u> lose



2. Checking the Internet options settings⁽²⁾





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

🖅 Run			×
٨	Type the name of a progran resource, and Windows will		ent, or Internet
<u>O</u> pen:	inetcpl.cpl		~
		F	

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

😭 Internet	Proper	ties					?	×
General S		Privacy		Conne	ections F	Programs	Adva	nced
Settings	-		•	S	ites	Adv	/anced	
Pop-up Blo	Prever appea	it most pop ing. n on Рор-ц		_	n	Se	ttings	
			0	к	Can	cel	Ар	ply

2. Checking the Internet options settings ③

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

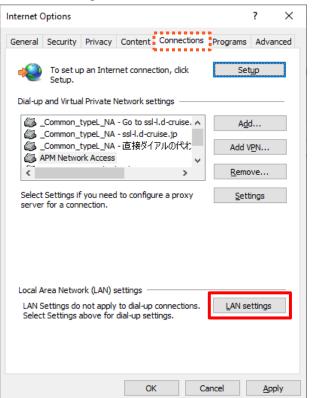
1 Press Windows key and R key at the same time.



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

💷 Run			×
	Type the name of a prograr resource, and Windows wil		
Open:	inetcpl.cpl		~
	ОК	Cancel	<u>B</u> rowse

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.

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

utomatic con se of manual					To ensure th
Automatica	ally detect se	ettings			
Use autom	atic configur	ation <u>s</u> cript			
Address					
		<u> </u>	Second Paren		
roxy server	u conver for	vour LANI (Hinor wi	I not apply to
Use a prox	y server for PN connecti	The second s	These set	ttings wil	I not apply to
Use a prox	 A second sec second second sec	ions).	These set	-	I not apply to Advanged
Use a prox	 A second sec second second sec	The second s	These set	ttings wil	I not apply to

2. Checking the Internet options settings

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

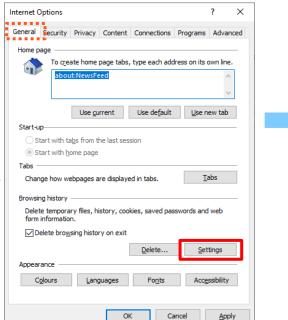
①Press *Windows* key and *R* key at the same time.



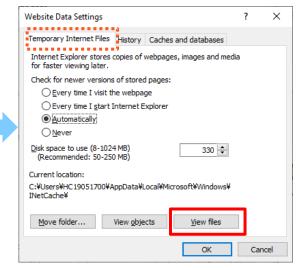
②Please type *inetcpl.cpl* in the box within a red frame , followed by the *OK*.

💷 Run			×
	Type the name of a program, resource, and Windows will c		ent, or Internet
<u>O</u> pen:	inetcpl.cpl		~
	ОК	Cancel	<u>B</u> rowse

■ 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*Programs that start with *Ivanti*

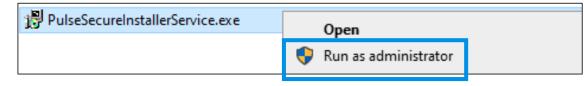
💷 PulseExt <i>e</i> xe	2017/12/04 5:12
🚳 PulseSetupClient.ocx	2017/12/04 5:12
PulseSetupClient INF	2017/12/04 5:08
💷 JuniperExtlexe	2014/06/24 19:13
🚳 JuniperSetupClient.ocx	2014/06/24 19:13
JuniperSetupClient INF	2014/06/24 19:13



3. Run Microsoft Edge and Login with Administrator rights^①

■ Please download from the URL below and right-click to "**run as administrator**".

•Related Software① https://www.toyotasystems.com/service/network/intra-ssl/jp/doc/PulseSecureInstallerService.exe



•Related Software²

https://www.toyotasystems.com/service/network/intra-ssl/jp/doc/StandAloneHttpNarInstall.exe

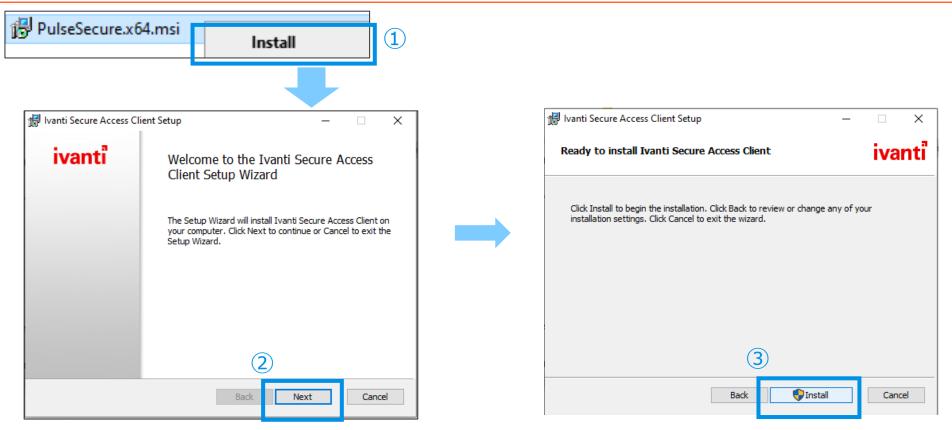
🔀 StandAloneHttpNarInstall.exe	Open
	орен
	💡 Run as administrator



3. Run Microsoft Edge and Login with Administrator rights⁽²⁾

Please download from the URL below and run the installation.

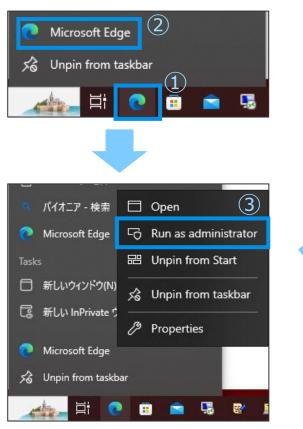
•Related Software③ https://www.toyotasystems.com/service/network/intra-ssl/jp/doc/PulseSecure.x64.msi





3. Run Microsoft Edge and Login with Administrator rights ③

①On the task bar, right click the *Edge icon*.
②Right click on "*Microsoft Edge*".
③Click 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.

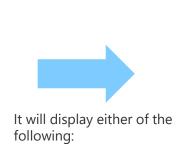


•••

4. How to connect from the Client Software $\ensuremath{\textcircled{1}}$

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



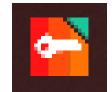


(reference)Ivanti Secure Access Client Icon



Connected





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

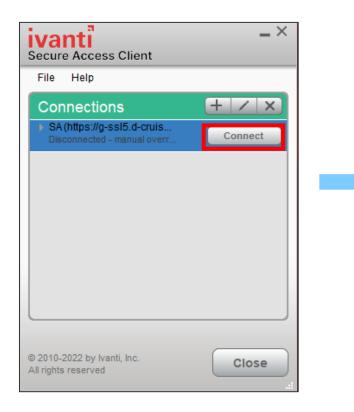


■ In case "*No Connections*" is displayed, proceed to (5)-(12) of the manual.



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.

ivant Secure Ac	cess Client
Connect	to: SA (https://g-ssl5.d-cruise.jp)
	User Name:
	1
	Password:
	Save settings
	Connect Cancel

(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.

File Help	
Connections	+ /
SA (https://g-ssl5.d-cruis Connected - manual override	Disconne

*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/

Add Connection	×
Туре:	
Policy Secure (UAC) or Connect Secure (VPN)	\sim
Name:	
Server URL:	
Selver ORL.	_
Connect Add Cance	

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

ivanti Secure Access Client
Connect to: test
User Name:
I
Password:
Save settings
Connect Cancel



4. How to connect from the Client Software ③

(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 "×" button to delete it.

•SA(***) → Don't delete •test → Delete ivanti Secure Access Client File Help Connections ♦ SA(https://g-ss15.d-cruis... Disconnected - manual overr... Connect test Connect Disconnect

Close

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



4. How to connect from the Client Software ④

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

ivant Secure A	ccess Client	
Connec	t to: SA (https://g-ssl5.d-cruise.jp)	
	User Name:	
	1	
	Password:	
	Save settings	
	Connect Cancel	

(12) 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 : <u>ts_customer_center_en@mailty.custhelp.com</u>

*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.