Replacement Procedures

IntraSSL Service Manual

This manual is intended for users who have already been using IntraSSL services.

Need to be Run as Administrator :

This reinstallation requires Administrator privileges for installing IntraSSL applications.

Install an Antivirus Software:

Please make sure you have an Antivirus Software installed on PC. Otherwise, you will receive an access denied error. (e.g "Access denied by Security page check")

IntraSSL (VPN) Connection Process:

This Manual contains the process until when to connect IntraSSL [Virtual Private Network (VPN)].

Once you have finished setting that up, your VPN connection is ready to work.

Please kindly confirm whether you are able to use the published application via IntraSSL.

The supported OS,browser version of the IntraSSL service is as follows:

https://www.d-cruise.jp/service/network/intra/ssl/en/os_en.html

Replacement Procedures -IntraSSL Service Manual

Written by

TOYOTA SYSTEMS CORPORATION

Date

June. 30, 2021

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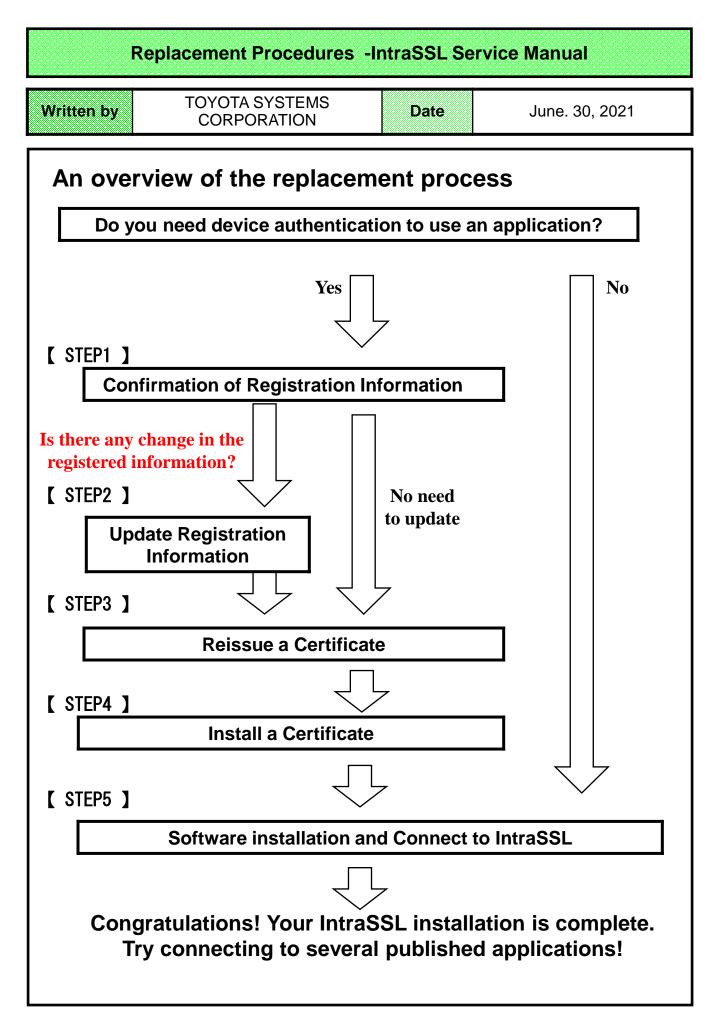
For any inquiries, please contact:

TS CUSTOMER CENTER

Mail: helpdesk@tns.toyotasystems.com

*This e-mail address will be discontinued from March, 2022.

A Question and Answer web service is <https://ts-customercenter.custhelp.com/>



[STEP1] Confirmation of Registration Information

Written by

Notes

* This procedure is intended for users who using applications that require device authentication.

Please see this procedure if you replace your PC.

- * Your ID is only available on devices that have completed the certificate re-installation. (The IntraSSL cannot be connected to multiple devices from a single ID simultaneously)
- * After completing this procedure, you will not be able to use the IntraSSL from the originally connected device.

Check Your Registration

(1) Open a browser (Microsoft Edge). In the address bar, type the following URL and then click "Enter"

https://da-ssl.d-cruise.jp/					
	Notice: Please enter the URL correctly.				
*If the fe	ollowing add-on screen is displayed, press "OK" or "install".				
Inte	ernet Explorer - Security Warning				
D	o you want to install this software? Name: <u>PentioPKIToken.cab</u>				
L	Publisher: Pentio Company Limited More options Install Don't Install				
	While files from the Internet can be useful, this file type can potentially harm your computer. Only install software from publishers you trust. What's the risk?				

[STEP1] Confirmation of Registration Information

[STEP2] Update Registration Information

Written by

Date



[STEP2] Update Registration Information TOYOTA SYSTEMS Written by June. 30, 2021 Date CORPORATION (2) Click "Help". (It is the red frame part in the figure below) ΤΟΥΟΤΑ SYSTEMS WELCOME TO THE **INTRA SSL** Sign In USERNAME PASSWORD Sign In Help (3) Click "TDC Customer center". (It is the red frame part in the figure below.) SSL-VPN FAQ - Frequently Asked Questions - Internet Explorer Х SSL-VPN FAQ - Frequently Asked Questions ~ Last Update: 2012/05/14 About Password I. Iforgot my password. Why do I have to change my password at the initial access? I was asked to change my password. How often do I have to change my password? If my password is expired, what can I do? How can I change my password? How can I change my password? 6. How do I change my password? About Password I forgot my password. Please contact TDC Customer Center and let us know your Company Name, Name, Contract No. and Connection ID (Username). We will initialize your password setting for you. TDC Customer Center Top

[STEP2] Update Registration Information

	TOYOTA SYSTEMS						
Written by	CORPORATION	Date	June. 30, 2021				
(4) Select "Other inquiry", and then please press the blue button after entering the required information.							
	.d-cruise.jp/ssl_mailen/ - Internet Explorer @30 Password initialization () Inquiry for certified @31 @32 \$ @33	_ Click Ieft of fication Opther inquiry Pleas	the radio button to the f "Other inquiry". e enter the information ntly registered.				
Text			nly the part you want to in the text box.				
you want to The information	Click the blue button after filling in all. If there is any change in the information, please refer to following and edit the content you want to change. See "STEP1-(3)" The information you have entered will be reflected in the "User information".						
 Required Connection currently in Optional Name Company Departme E-mail add X1 Please to confirm the option X2 Please of the second second	on ID (IntraSSL ID use) field <mark>%</mark> 2 name nt name	~~Te	mplate~~ e information of the s.				
Once	your registration is pro	•					

7

When you receive the email, proceed to the next step!

[STEP3] Reissue a Certificate TOYOTA SYSTEMS Written by Date June. 30, 2021 CORPORATION (1) Click "Request reissuance of certificate" TOYOTA SYSTEMS 1 User information ▶ User > Name : Company : > Connection ID :: > E-mail : : Certificate information cate Reques quest reissuance of certificate, Please click the button beli Please log in and operate your s Request reissi ance of certificat Toyota Digital Cruise CA (2) Once your registration is processed, you will receive an e-mail notifying the completion of registration to entered e-mail address. *You can find your registered email address on the "User information" You will receive the following message from Helpdesk Sender : CA Office <helpdesk@tns.toyotasystems.com> Recipient : E-mail address on the "User information" Subject : Receipt of Certificate YYYY/MM/DD hh:mm:ss Shipment: The certificate will be reissue within 3 business days. Note: When the certificate reissue has been completed, you will become unable to access the IntraSSL from old device. *The IntraSSL cannot be connected to multiple devices from a single ID simultaneously.

[STEP4] Install a Certificate

Written by

Date

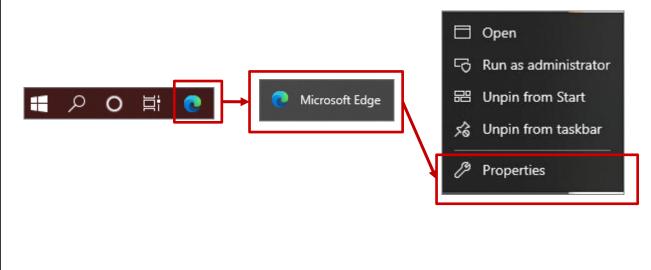
- (1) Receive an email sent to an email address you entered at "STEP2-(4)" in PC that can receive a mail. See *Note.*
 - Notes: (1) "STEP2" can be performed in another PC, instead of the one you intend to install Intra SSL. If you want to install Intra SSL to one PC and another to receive mails, perform "STEP2" in the one to receive mails.
 - (2) We require 2 to 3 Working Days to issue you a certificate. If you don't receive the following email from PC Check Certificate Authority a week later, please contact your PC Administrator.

We acknowledge receipt of the following mail.

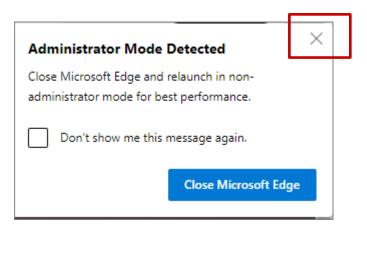
From : CA Office <helpdesk@tns.toyotasystems.com> To : Email address you entered at "STEP2-(4)". Subject : Notice of Certificate Issuance for PC (**xxxxx@global**)

Install a Certificate : Start the browser with administrator rights

(2) Right-click on "Microsoft Edge" icon in the task bar. Then, right-click on the pop-up menu and click "Property"



[STEP4] Ir	stall a Certificate	•	
Written by	TOYOTA SYSTEMS CORPORATION	Date	June. 30, 2021
· /	n this program as an ad ibility tab and OK	ministrator"	
₈ Microsoft Edge Properti	es X		
	tails Proviews Versions hortout Compatibility		
try running the compatibility Run compatibility troubles <u>How do I choose compatibilit</u> Compatibility mode Run this program in cor	hooter y settings manually?		
Windows 8	~		
Reduced color mode	_		
8-bit (256) color Run in 640 × 480 scree	n resolution		
Disable fullscreen optim			
Change high DPI set	tings		
Change settings for al	users		
	K Cancel Apply		
(4) Restart the	Edge browser		
The popup	below shows that IE m	ode run as Adr	ninistrator.
Please clo	se the popup.		



[STEP4] Install a Certificate

Written by

TOYOTA SYSTEMS CORPORATION

June. 30, 2021

Certificate Installation : Certificate DL Tool Installation

(5) Start your browser (Microsoft Edge), type the following URL in the address bar in the address bar and press the Enter key.



[STE	P4]	Instal	l a Certif	ficate		
Written	by		YOTA SYSTE ORPORATIC		Date	June. 30, 2021
			tallation	_	ion	
. ,			ected to the as CertImpo	-	•	
						JETA-FCA Gléas
Gléas	CertIm	porter app	olication insta	Ilation instr	uctions	
STER	P1 Downloa	ad installer				
	he button bel P2 Run the		d the Gléas CertImpor	rter installer (Setup	CertImporter.msi).	۵
		ked because it rompts you to o played, do the f		ice." Is a message f re trying to downloa	rom a feature called M d is at risk.	icrosoft Defender
(8) F	•			roceed to	the next ste	p
	STEP10	Restart E	dge			
	-	-	again, the Gléas C STEP8, you will not I			e to restart Edge after STEP8.

[STEP4] Install a Certificate TOYOTA SYSTEMS Written by Date June. 30, 2021 CORPORATION (9) Open https://da-ssl.d-cruise.jp on Edge browser. <u>https</u>://da-ssl.d-cruise.jp/ 🖳 New tab +× С ഹ Q Search or enter web address (10) Connection ID(Username) \rightarrow Re-enter the same Username (2) of STEP 1. Password \rightarrow Re-enter the same password as in (2) of STEP 1. ●エンドユーザログイン [UA] Enter the items as shown above and Click Login. If the security warning dialog as shown below appears, press "Install". Internet Explorer - Security Warning Do you want to install this software? Name: PentioPKIToken.cab Publisher: Pentio Company Limited Don't Install Install × More options While files from the Internet can be useful, this file type can potentially harm your computer. Only install software from publishers you trust. <u>What's the risk?</u>

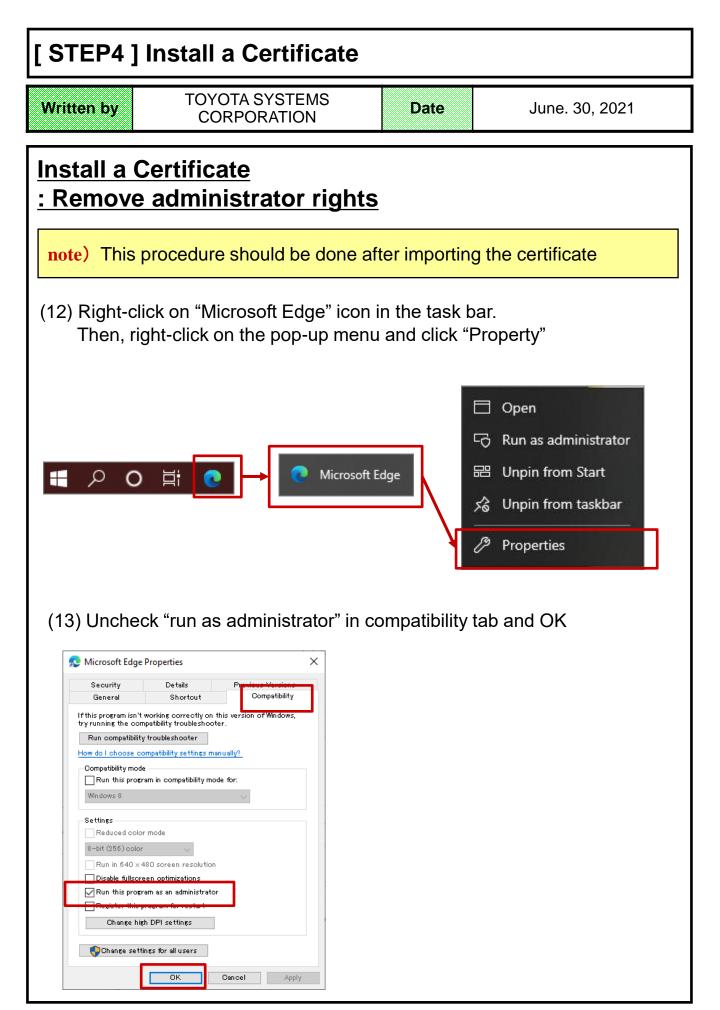
[STEP4] Install a Certificate

TOYOTA SYSTEMS Written by Date June. 30, 2021 CORPORATION (11) The following message will appear on the screen. Click Download certificate. Pentio PrivateCA Gléas | Pages for MatsudaTomokatsu - Microsoft Internet Explorer File Edit View Favorites Tools Help 🚱 Back 🔹 🕑 · 🖹 😰 🏠 🔎 Search 🤸 Favorites 🤣 🔗 🌺 🚃 🖓 ddress 🛃 https://da-ssl.d-cruise.jp/en/home/ 🖌 🔁 Go 🛛 Link ***** [Pages for] Click Download certificate. ***** 's pag User information ▶User > Name : ***** > Company : Toyota Digital Cruise Incorporated Connection ID: *** @global > Department > Email address : ***** ★ Certificate information Valid certificate (Toyota Digital Cruise CA) Serial number Issued to Starting date 509 *** @global 2009/02/24 11:32 2029/02/24 11:32 Download certificate A 😧 Ir Done VBScript: Information i) The certificate will be downloaded in this PC. Are you sure? No Yes Click "Yes" VBScript: Information i) The certificate has finished downloading. Logout will now take place. OK When the 'finish download' dialog appears

on the screen, it is the completion of a Certificate installation. Click OK.

		DRATION		Date	June	e. 30, 2021
	following s	creen is disp Iministrator p		s have be	een activ	ated.
さんのペーシ ユーザ#4	7]	証明書のダウンロードで障害が発生	> の内容 Eしました。	ОК		N TOYOTA SYSTEMS
★ ユーザ情報 ····································						
★証明書情報 > 未行於# 証明書	9 17	R.	2974		有效期限	証明書ストアヘインポート
R 1	Toyota Digita	Cruise CA	#252		2038/01/10	証明書のインボート
						÷.
						<u>15410-800-</u>
			の内容			
	0	管理者権限が必要です。				
さん(ユーザ情報	のページ]	管理者権限が必要です。		ок		

#	発行局	シリアル	有効期限	証明書ストアヘインボート
ậ 1	Toyota Digital Cruise CA	#252	2038/01/10	証明書のインボート



[STEP5] Connect to Intra SSL

Written by

Remarks

- * This task is required only the first time.
- * Username is available only in a PC to which you installed the certificate.
- * If you want to use the ID in another PC, please contact the helpdesk depicted in page 2.

Installing Related Software

(1) Please download from the URL below and right-click to run as administrator.

https://www.toyotasystems.com/service/network/intrassl/jp/doc/PulseSecureInstallerService.exe

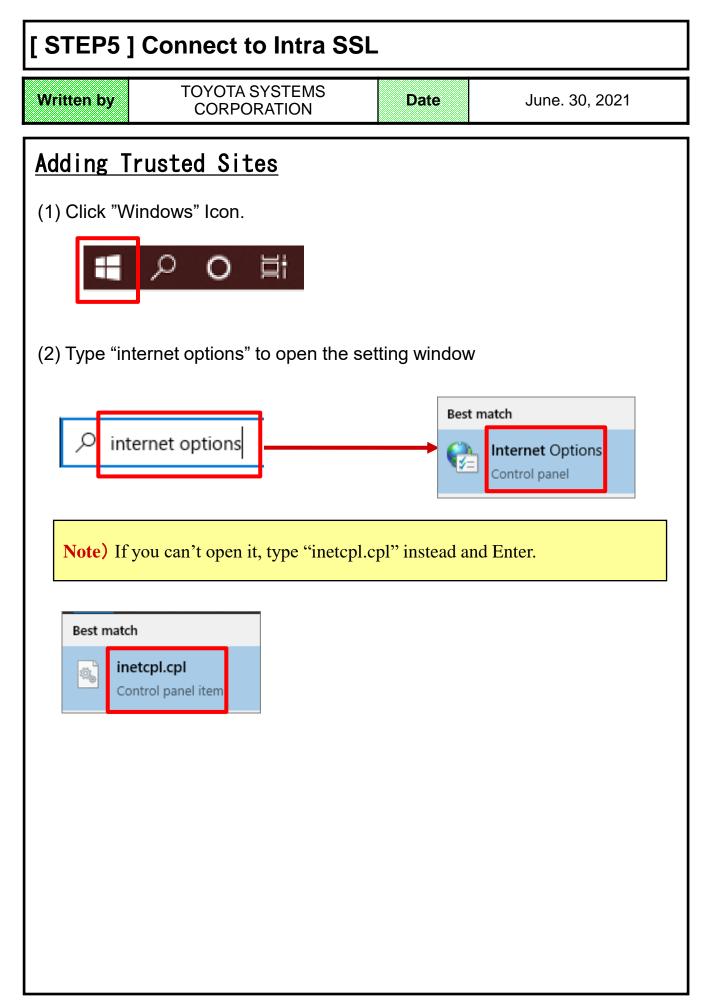
滑 PulseSecureInstallerService.exe	Open	
	Run as administrator	

(2) Please download from the URL below and right-click to run as administrator.

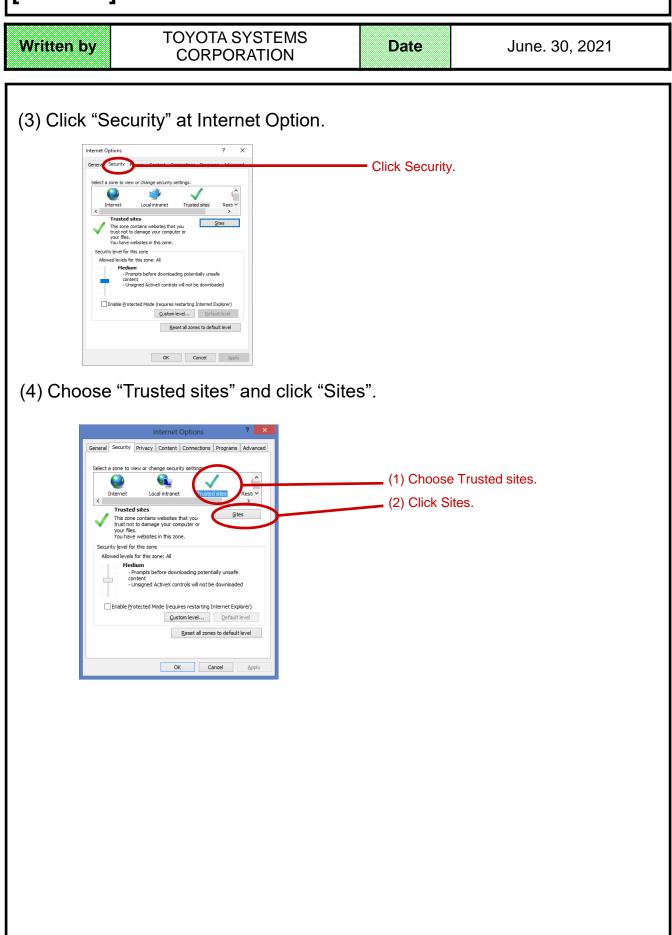
https://www.toyotasystems.com/service/network/intrassl/jp/doc/StandAloneHttpNarInstall.exe

🔀 StandAloneHttpNarInstall.exe	
25	Open
	Run as administrator

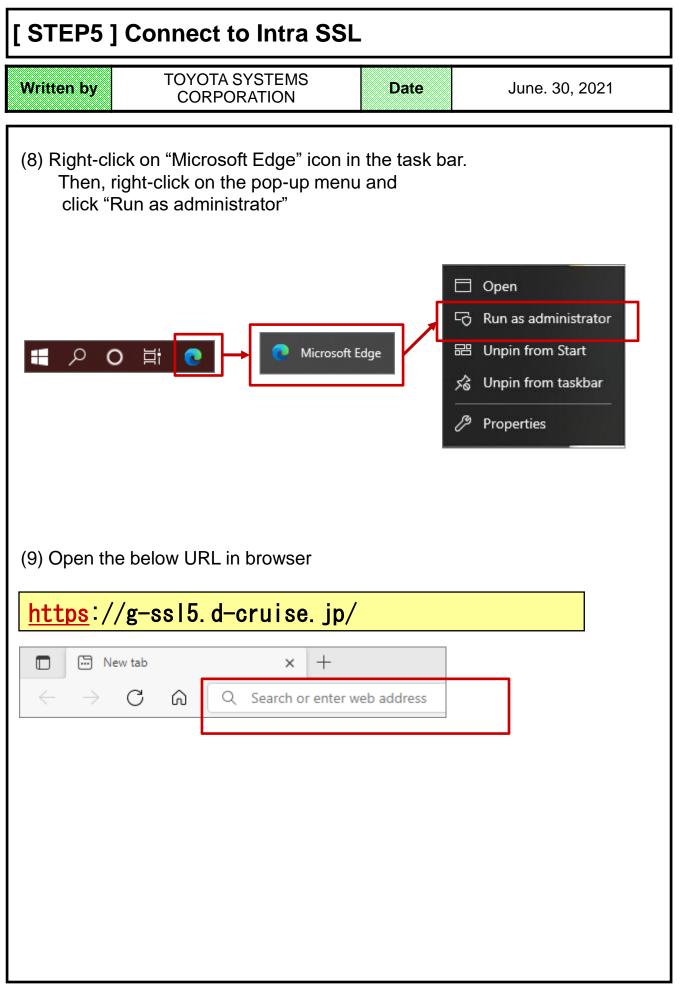
[STEP5] Co	onnect to	o Intra SSI	_	
Written by	TOYOTA S CORPOR		Date	June. 30, 2021
	w.toyota		<mark>m/service/r</mark>	installation. network/intra-
PulseSecure	.x64.msi	Install		
Ivanti Welcome to the Ivanti Secure Access Ivanti Welcome to the Ivanti Secure Access Client Setup Wizard The Setup Wizard will install Ivanti Secure Access Client on your computer. Click Next to continue or Cancel to exit the Setup Wizard.				
Vanti Secure Access (Ready to install Iva Click Install to begin the installation settings. C	he installation. Click B Click Cancel to exit the	lack to review or change any	y of your	



[STEP5] Connect to Intra SSL



[STEP5] Connect to Intra SSL TOYOTA SYSTEMS Written by Date June. 30, 2021 CORPORATION (5) Type https://g-ssl5.d-cruise.jp in the upper box and add it. Trusted sites You can add and remove websites from this zone. All websites in this zone will use the zone's security settings. Add this website to the zone: https://g-ssl5.d-cruise.jp <u>A</u>dd Click Add. Websites: ^ Remove Require server verification (https:) for all sites in this zone Close (6) Check URL added to Websites, then click "Close". Trusted sites You can add and remove websites from this zone. All websites in this zone will use the zone's security settings. Add this website to the zone: <u>A</u>dd (1) Check URL. Websites (2) Click Close. https://g-ssl5.d-cruise.jp Remove v Require server verification (https:) for all sites in this zone Close (7) Click "OK" and close Internet Option. Internet Options General Security Privacy Content Connections Programs Advanced lect a zone to view or change security settings. (^ ۲ Local intranet Rest ∨ Internet Truste > Trusted sites Sites This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone. Security level for this zone Allowed levels for this zone: All Medium - Prompts before downloading potentially unsafe content - Unsigned ActiveX controls will not be downloaded Enable Protected Mode (requires restarting Internet Explorer) Custom level... Default level Click OK. Reset all zones to default level Cancel ОК Apply



[STEP5] Connect to Intra SSL

Written by	TOYOTA SYSTEMS CORPORATION	>	Date	June. 30, 2021		
(10) Type ID which you can see in the implement notice mail and new password to sign in.						
	u can find your ID in details o rcase letters are different from			gistration notice		
	welcome to the INTRA SSL Sign In USERUME PASSWORD Sign In Help Help may see a popup like this below	nev	v Password, plea	ering the Username and ase click the <i>Sign in</i> .		
Look for an More apps ψ	app in the Store app to open ulsx files					

| --. 4 . .

[SIEP5] Connect to Intra SSL						
Written by TOYOTA SYSTEMS CORPORATION	\$	Date	June. 30, 2021			
(11) Wait until the loading finish.						
SYSTEMS						
Loading Components Please wait. This may take several minutes.						
 Host Checker If an error prevents a component from loading properly, you can clic all functionality may be available. 	there to continue. Not					
(12) When signing in for the first tir install the "App Launcher".	ne, You ne	ed to de	ownload and			
TOYOTA						
It appears that the application launcher is	not installed. Download n	ow to proceed.				
Or, if you still believe that the application la find it. If you do not want to proceed, please click here t		d, you can Try Agai	n to			
(13) After download, open the file t	o install it.	1				
Downloads	< … ☆					
PulseSecureAppLauncher.msi						
See more						
note) When blocked, save the file click	ng 「・・・」 in t	he right o	of the message.			
Downloads 🕒 Q	🖈					
PulseSecureAppLauncher.msi could harm your device. Do you want to keep it anyway?						
Keep 🔟 Delete						
See more Report this file as uns	afe					

[STEP5] Connect to Intra SSL

	Date	June. 30, 2021
installation.		
ncher	×	
Launcher has been installed		
	_	
ОК		
	-	
After the application launcher has co these installation steps.	mpleted downloading, follow	
Const Dansage and Const	°	
Access Client launch. We recommend selecting "remember" and "alw	ays" during the installation process.	
your system tray.		
Pulse Secure Apation	n Launcher. pe in the associated app	
	After the application launcher has contress installation steps. After the application launcher has contress installation steps. After the application launcher has contress installation steps.	PORATION Installation. ncher I uncher has been installed I uncher has been installed I or worker of square below). After the application launcher has completed downloading. follow I or worker of square below). After the application launcher has completed downloading. follow I or worker of square below). After the application launcher has completed downloading. follow I or worker of square below). Atter the application launcher has completed downloading. follow I or worker of square below). Atter the application launcher has completed downloading. follow I or worker of square below Atter the application launcher has completed downloading. follow I or worker of square below Atter the application stalled and started it will appear law I or worker of the stoppication is installed and started it will appear law Atter the application is installed and started it will appear law I or worker to proceed. Here to p take I or oppication is installed and started it will appear law I or oppication is installed and started it will appear law I or oppication is installed and started it will appear law I or oppication is installed and started it will appear law I or oppication is installed and started it will appear law I or oppication is installed and started it will appear law I or oppication is installed and started it will appear law I or oppication is installed and started it will appear law I or oppication is installed and started it will appear law I or oppication is installed and started it will appear law I or oppication is installed and started it

[STEP5] Connect to Intra SSL

]		
Written by	TOYOTA SYSTEMS CORPORATION	Date	June. 30, 2021
(17) Click '	'always" in the popup below.		
Pulse Secure	Application Launcher - Warning		
Do you wan software fro	nt to allow Pulse Secure to contact the server and/o m the server?	or download, install, exe	cute
Server N Product I	g colora craiocrip		
	Always	No	
(18) Wait u	Intil the installation finish.		
Setup: Hos	t Checker		
	Downloading Host Checker. Please wait		
	Downloading 2512080 of 2512081		
	Cancel		
note) Do	Nothing in the page below.		
TOYOTA SYSTEMS			
	Searching for the application launcher		
	52		
	· · · · · · · · · · · · · · · · · · ·		
	If you know that the application launcher is not installed, skip t	he walt and download now	
	Download If you do not want to proceed, please click here to go back.		

CTED5 1 Connect to Intra SSI

Written by	Т	OYOTA SYSTEMS CORPORATION	Date	June. 30, 2021
(19) Click '	ʻalways	" in the popup below	then wait unt	il installation finish.
Pulse Secure	Application	n Launcher - Warning		
	nt to allow Pu m the server	lse Secure to contact the server and ?	d/or download, install, e	xecute
Server N	ame :	g-ssl5.d-cruise.jp		
Product I	Name :	Pulse Secure		
	Always	Yes	No	
(20) Do No	othing ir	n the page below.		
		Searching for the application launcher		

note) If you see the page below though you already installed the App Launcher,
click "Try Again" (red square below).

If you know that the application launcher is not installed, skip the wait and download now

Download If you do not want to proceed, please click here to go back.

TOYOTA SYSTEMS	
	It appears that the application launcher is not installed. Download now to proceed.
	Or, if you still believe that the application launcher is already installed, you can Try Again o find it.
	Download If you do not want to proceed, please click here to go back.

[STEP5] Connect to Intra SSL

Written by

TOYOTA SYSTEMS CORPORATION

Date

June. 30, 2021

(21) When the installation is complete, you will see the following screen that the installation was successful:

-you can find the orange "key" mark at the lower right on the desktop.

*If you close the window, this connection has been continued connect to Intra SSL.

							û 🖵 🕲
Velcome to the TOYOTA SYSTEMS SSL	VPN						
Web Bookmarks 4							↓
Admin Created Bookmarks							
TS Service Site (Japanese)	CZ	ATI Test Site	ß	TOYOTA I-web	C	TMHI Portal	Ľ
- CO	_	The symbol r	mark:	lvanti Socu	ro Acco	ss Client	
		This picture v	wiii app	bear on und	er me ta	isk bar.	

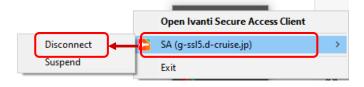
Please try the connection according to the procedure of the contracted application.

How to disconnect from Intra SSL

(22) Right click the icon on under the task bar.



(23) Click SA(g-ssl5.d-cruise.jp) > Disconnect



Replacement Procedures -IntraSSL Service Manual

Written by

TOYOTA SYSTEMS CORPORATION

Date

June. 30, 2021

Table of Contents: FAQ

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(1) What can I do when I cannot connect to Intra SSL at STEP 3?	31
(2) What can I do when application is unavailable?	32
(3) How can I re-install OS to PC for Intra SSL or transfer to another PC?	32

FAQ

(1) What can I do when I cannot connect to Intra SSL at STEP3?

- 1. Intra SSL Service page doesn't appear on screen.
 - Please check the URL of Intra-SSL Service Page is correct.

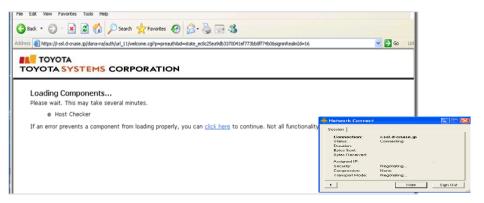
https://g-ssl5.d-cruise.jp/

2. Whenever I entered Username and Password at Intra SSL Service Page, 'Invalid Username or Password' message pops up on the screen.

Username or Password you entered may be incorrect. Please enter Username and Temporary Password described in *Intra SSL Application Username (Registration).* If it is not your first try to connect to Intra SSL, enter your new Password.

If you forgot your Password, please contact the help desk depicted in page 2.

3. When installing Intra SSL, the message dialog remains on the screen and freezes.



Please consult STEP 1 found in Installation Manual again.

4. Whenever installing or booting, the following security alert appears on screen.

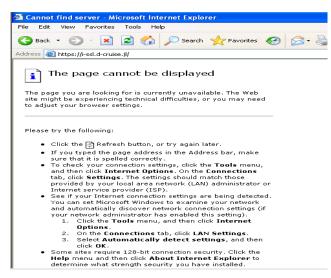
Host Checker has failed - Microsoft Internet Explorer	
File Edit View Favorites Tools Help	1
🚱 Back - 🐑 - 🖹 🗟 🏠 🔎 Search 👷 Favorites 🚱 🔗 😓 🚍 🖄	
Address 🕘 https://i-ssl.d-cruise.jp/dana-na/auth/remediate.cgi?step=rolecheck8stateId=state_17148ca3d711d6c7d0f1b5f89bf324ac8realm8d=168rolesremaining=10	ðrealmsi 🖌 🛃 Go
Unis 👸 Customize Links 💩 Free Hotmal 💩 Windows 💖 Windows Marketplace 💩 Windows Media 💩 Intra SSL	
	8
Your computer's security is unsatisfactory Your computer does not meet the following security requirements. Please follow the instructions below to fix these problems. When you are done cick: Try Again. If you choose to Continue without fixing these problems, you may not have access to all of your intranet servers. Cert Check en Intervence Wate Security and the Press.	
Please apply for a Certificate at: <u>PC Check CA</u>	
Try Again Continue	
]
	<u>×</u>
a 🕹 🗳 tete	ernet , j

If Cert Check message appears on the screen;

Please consult STEP 2 found in Installation Manual again.

(2) What can I do when application is unavailable?

If you cannot connect to systems after the completion of installation, and the following message 'The page cannot be displayed' appears on screen, please make sure you be connected to Intra SSL Service.



[Check]

Check if the icon appears at the right bottom of the screen.



[The icon is absent] You are not connected to Intra SSL Service. Please check STEP 3 found in Connect to Intra SSL, so as to try again.

[The icon is present] You are connected to Intra SSL Service. Please check the application address (URL) you are currently using. If it is correct, go on to contact the help desk for the application you are currently using.

(3) How can I re-install OS to PC for Intra SSL, or transfer to another PC?

Intra SSL installation and re-issue of Certificate are required.

For the re-issue of Certificate, please contact the help desk depicted in page 2.