

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-customer-center.custhelp.com/>>

Replacement Procedures -IntraSSL Service Manual

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An overview of the replacement process

Do you need device authentication to use an application?

Yes

No

【 STEP1 】

Confirmation of Registration Information

Is there any change in the registered information?

【 STEP2 】

Update Registration Information

No need to update

【 STEP3 】

Reissue a Certificate

【 STEP4 】

Install a Certificate

【 STEP5 】

Software installation and Connect to IntraSSL

**Congratulations! Your IntraSSL installation is complete.
Try connecting to several published applications!**

[STEP1] Confirmation of Registration Information

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◆ Notes

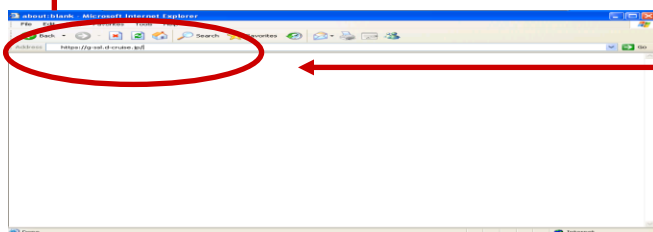
- * This procedure is intended for users who using applications that require device authentication.
Please see this procedure if you replace your PC.
- * Your ID is only available on devices that have completed the certificate re-installation. (The IntraSSL cannot be connected to multiple devices from 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 following add-on screen is displayed, press “OK” or “install”.



[STEP1] Confirmation of Registration Information

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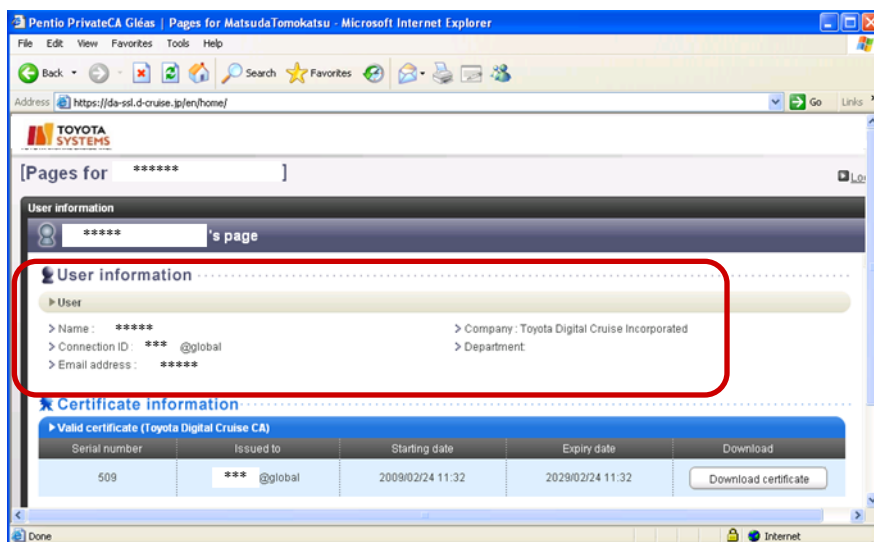
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- (2) Connection ID ⇒ IntraSSL ID currently in use
Password ⇒ IntraSSL Password currently in use



- (3) Please check the information at the top of information at the top of the page after logging in. (It is the red frame part in the figure below.)



The next step will be different depending on the result of confirmation.

If you **do not need** to update your information P.8(STEP3)

If you **need** to update your information P.5(STEP2)

[STEP2] Update Registration Information

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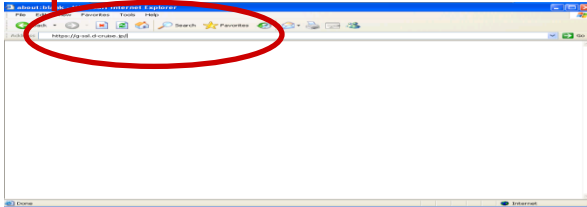
◆ Update Registration Information

(1) Open a browser.

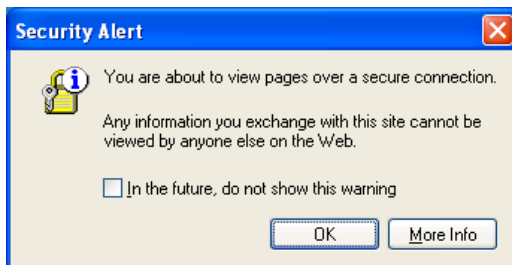
In the address bar, type the following URL and then click “Enter”

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

Notice: Please enter the URL correctly.



*If the following add-on screen is displayed, press “OK”.



[STEP2] Update Registration Information

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(2) Click "Help". (It is the red frame part in the figure below)

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Welcome to Intra SSL

■ **Known Issues**
On launching IntraSSL, "Detected an internal error, please retry". error displays.
Workaround: Click [here](#) for the Fix manual.

■ **Other Information**
- Click [here](#) for the intranet SSL service site.
※**Request for customers**※
After the maintenance, the screen display when connecting to a browser will change.
The connection procedure will not change.
The software installation procedure for new connections will change after the maintenance on Thursday, February 15, 2024.
For details, please check [here](#).
Do not sign in with "IE Mode" after Update.
You can switch to "IE mode" after sign in.

Username

Password

Sign In

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(3) Click "TDC Customer center".
(It is the red frame part in the figure below.)

SSL-VPN FAQ - Frequently Asked Questions - Internet Explorer

SSL-VPN FAQ - Frequently Asked Questions

Last Update: 2012/05/14

About Password

- [I forgot 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 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

[STEP2] Update Registration Information

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(4) Select “Other inquiry” , and then please press the blue button after entering the required information.

The screenshot shows a web form titled "Inquiry" with four radio buttons: "Password initialization", "Inquiry for certification", "Other inquiry", and "Other inquiry". The "Other inquiry" radio button is selected. Below the radio buttons are five text input fields: "Company", "Name", "E-mail address", "Connection ID", and "Text". Each of the first four fields has a red "必須" (Required) label. A red box highlights the "Company", "Name", "E-mail address", and "Connection ID" fields. A red arrow points to the "Other inquiry" radio button with the text "Click the radio button to the left of 'Other inquiry'". Another red arrow points to the "Company" field with the text "Please enter the information currently registered." A yellow arrow points to the "Text" field with the text "Fill in only the part you want to change in the text box." A blue button labeled "確認" (Confirm) is located below the "Text" field, with a red arrow pointing to it and the text "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”.

*It will take 3 business days for the information to be reflected.

■ Required Item※1

・Connection ID (IntraSSL ID currently in use)

■ Optional field※2

・Name
・Company name
・Department name
・E-mail address

※1 Please tell us your current ID to confirm the registered information.

※2 Please enter only the part where you need to change the information.

~~ Template ~~

Please change the information of the certificate contents.

Connection ID :

Name :

Company name :

Department name :

E-mail address :

**Once your registration is processed, you will receive an e-mail notifying the completion of registration to entered e-mail address.
When you receive the email, proceed to the next step!**

[STEP3] Reissue a Certificate

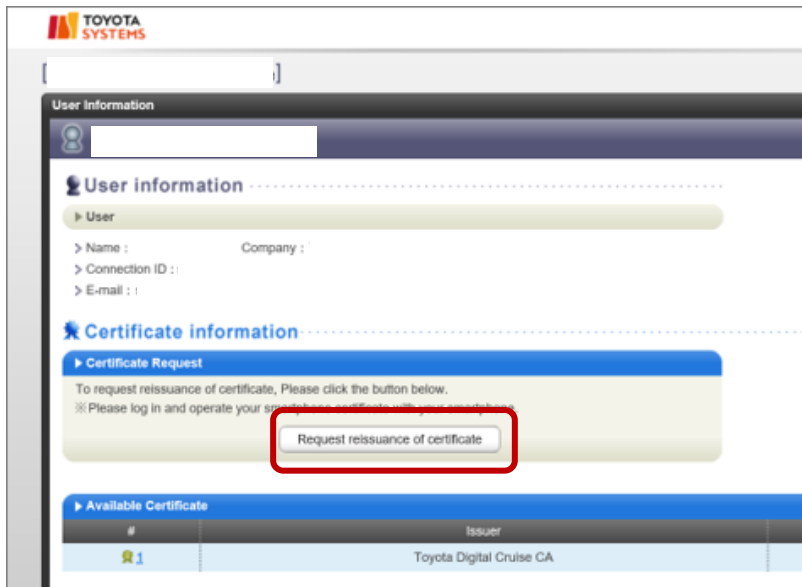
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(1) Click “Request reissuance of certificate”



(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

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- (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.

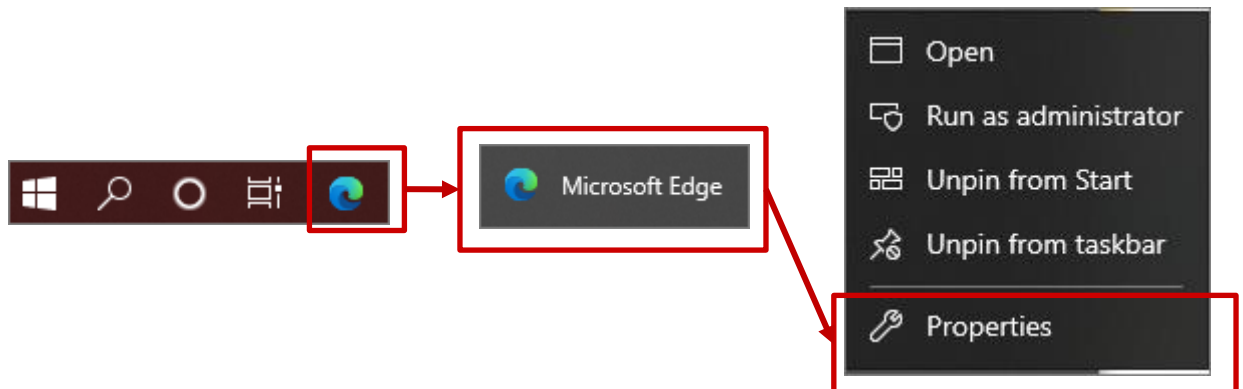
We acknowledge receipt of the following mail.

From : CA Office <helpdesk@tns.toyotasystems.com>
To : Email address you entered at “STEP2-(4)”.
Subject : Notice of Certificate Issuance for PC (**xxxxxx@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] Install a Certificate

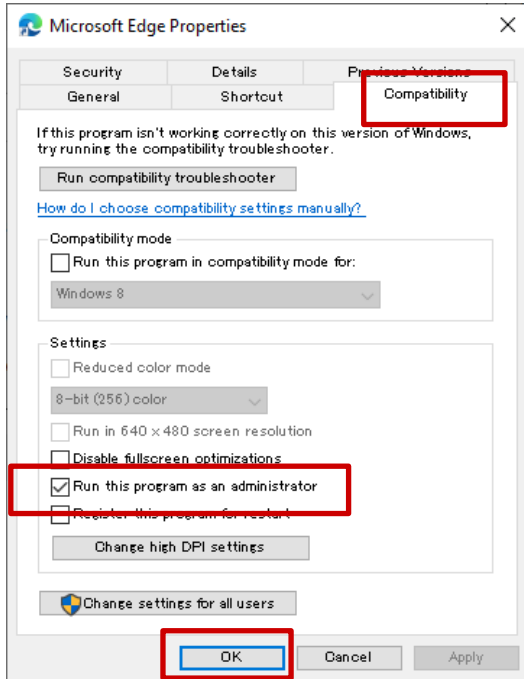
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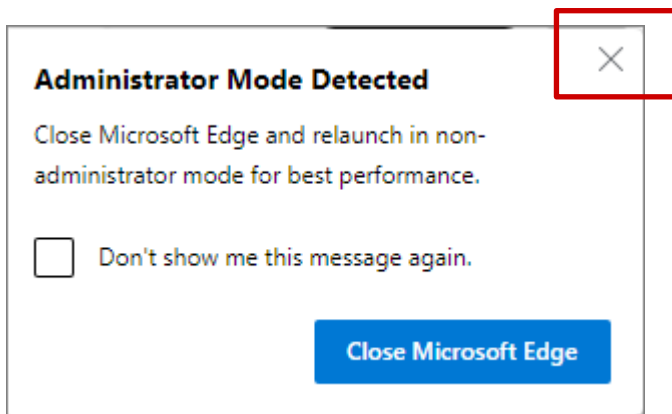
Date

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- (3) Check “Run this program as an administrator”
in compatibility tab and OK



- (4) Restart the Edge browser
The popup below shows that IE mode run as Administrator.
Please close the popup.



[STEP4] Install a Certificate

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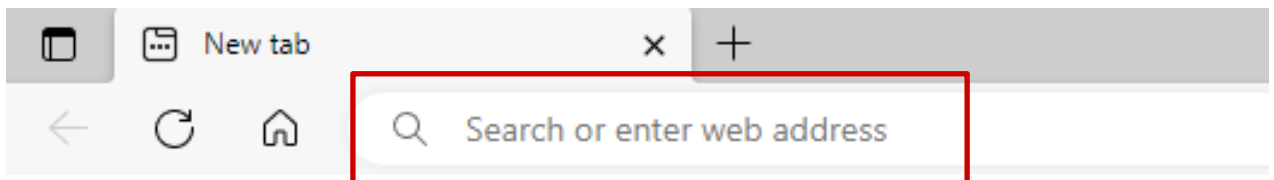
Date

June. 30, 2021

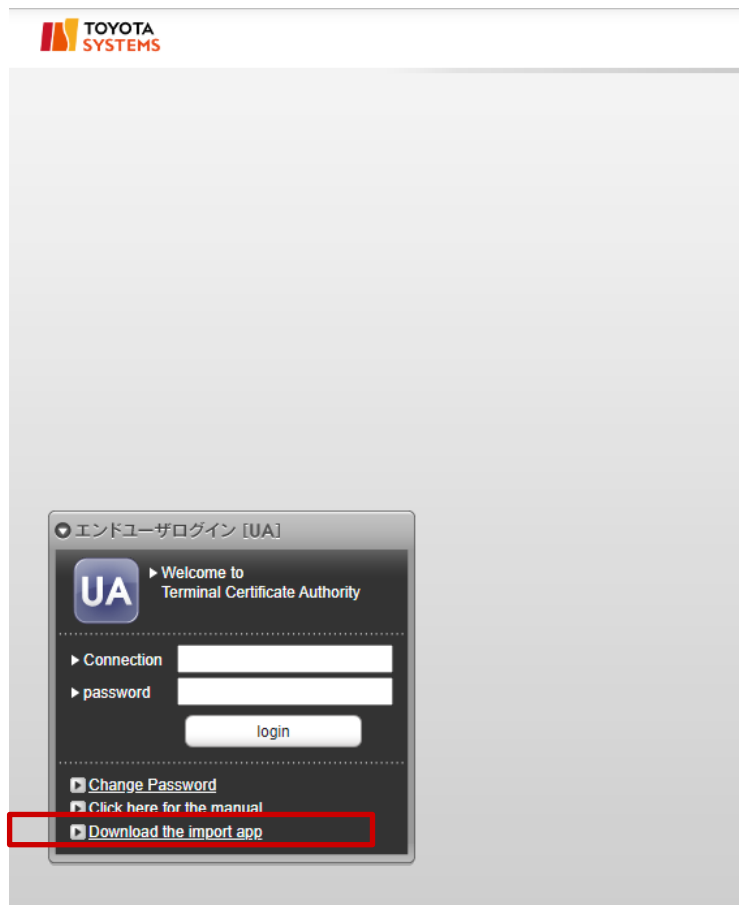
Certificate Installation : Certificate DL Tool Installation

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

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



(6) Click "Download the Import App" in the red frame.



[STEP4] Install a Certificate

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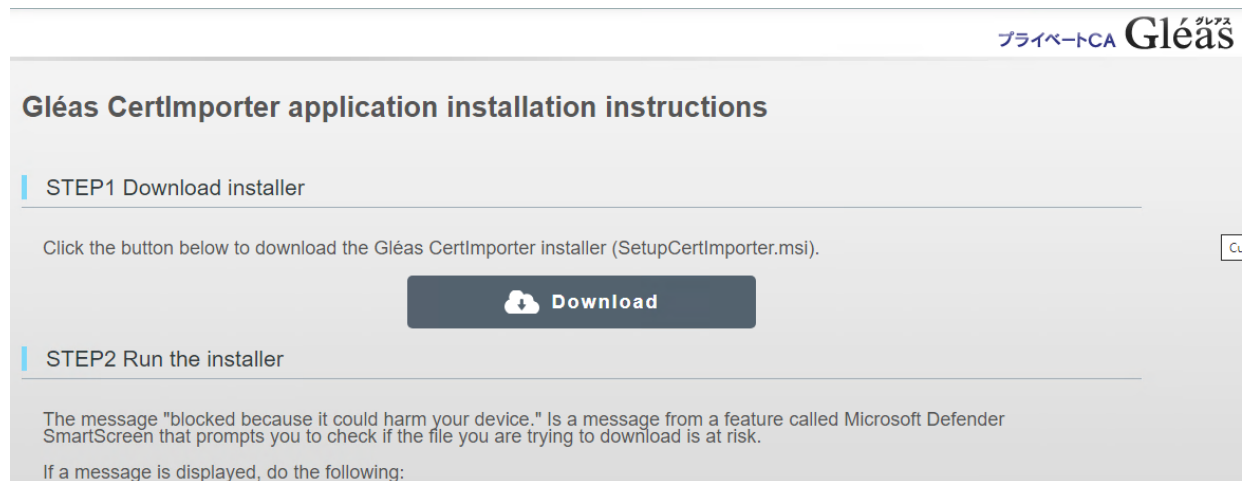
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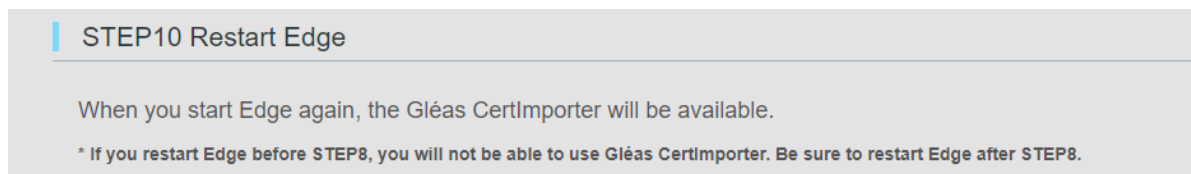
Certificate Installation : Certificate DL Tool Installation

- (7) You will be redirected to the following screen.
Install the Gléas CertImporter application.



The screenshot shows the Gléas CertImporter application installation instructions page. The page header includes the text "プライベートCA Gléas" with the Gléas logo. The main heading is "Gléas CertImporter application installation instructions". The first step is "STEP1 Download installer". Below this step, there is a text instruction: "Click the button below to download the Gléas CertImporter installer (SetupCertImporter.msi)." and a dark blue "Download" button with a cloud and download icon. The second step is "STEP2 Run the installer". Below this step, there is a text instruction: "The message 'blocked because it could harm your device.' is a message from a feature called Microsoft Defender SmartScreen that prompts you to check if the file you are trying to download is at risk." and a sub-instruction: "If a message is displayed, do the following:".

- (8) Finally, restart Edge and proceed to the next step



The screenshot shows the "STEP10 Restart Edge" instruction. The heading is "STEP10 Restart Edge". Below the heading, there is a text instruction: "When you start Edge again, the Gléas CertImporter will be available." and a footnote: "* If you restart Edge before STEP8, you will not be able to use Gléas CertImporter. Be sure to restart Edge after STEP8."

[STEP4] Install a Certificate

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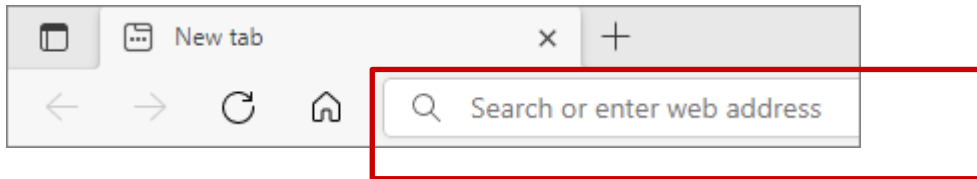
TOYOTA SYSTEMS
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Date

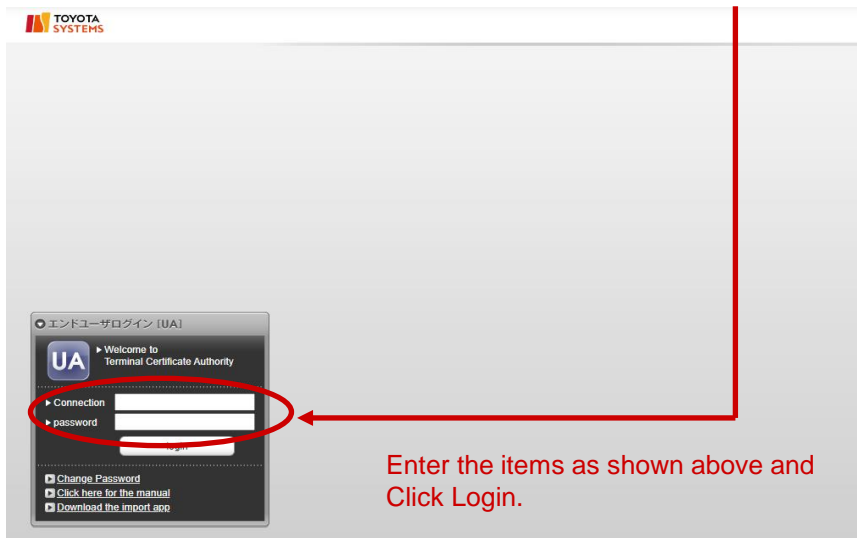
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(9) Open <https://da-ssl.d-cruise.jp> on Edge browser.

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



(10) Connection ID(**Username**) → Re-enter the same **Username** (2) of STEP 1.
Password → Re-enter the same password as in (2) of STEP 1.



If the security warning dialog as shown below appears, press "Install".



[STEP4] Install a Certificate

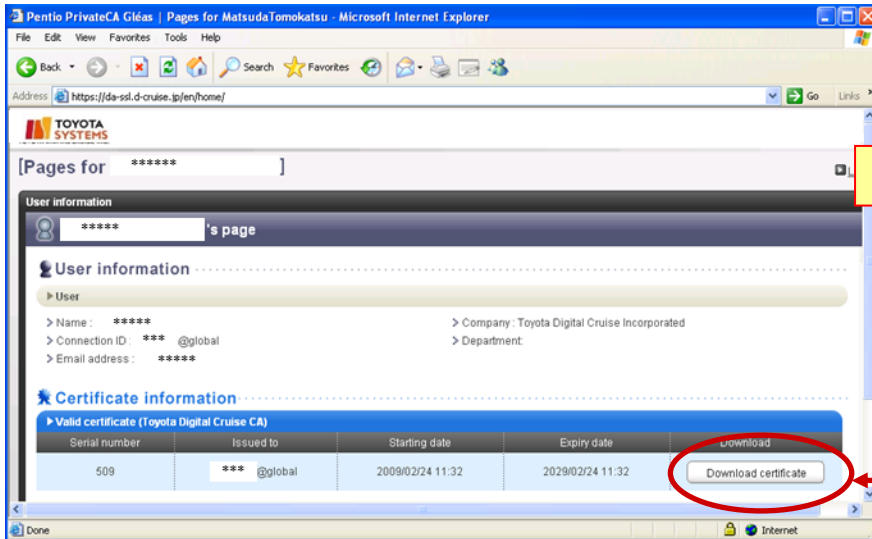
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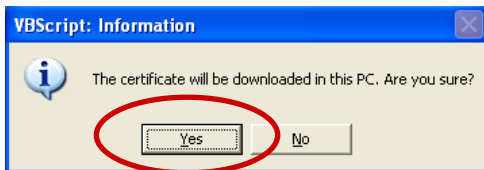
Date

June. 30, 2021

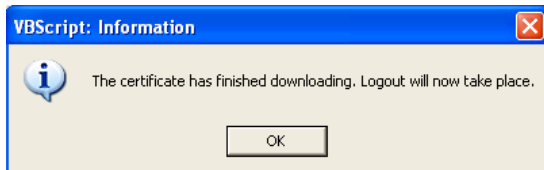
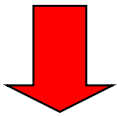
(11) The following message will appear on the screen.
Click Download certificate.



Click Download certificate.



Click "Yes"



When the 'finish download' dialog appears on the screen, it is the completion of a Certificate installation. Click OK.

[STEP4] Install a Certificate

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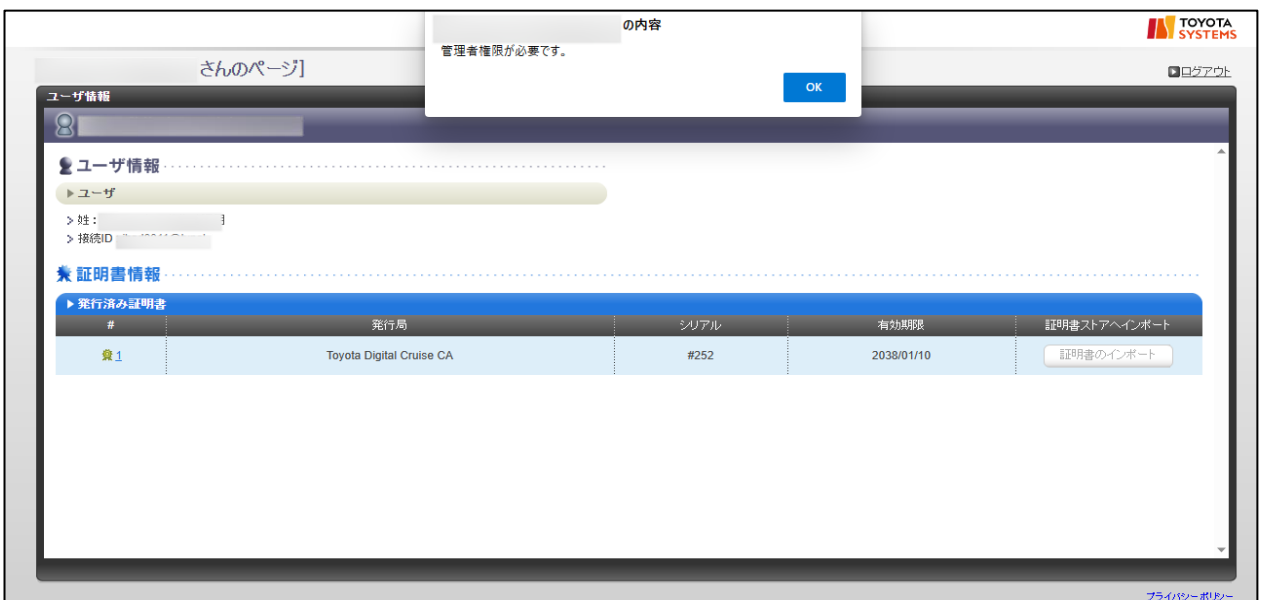
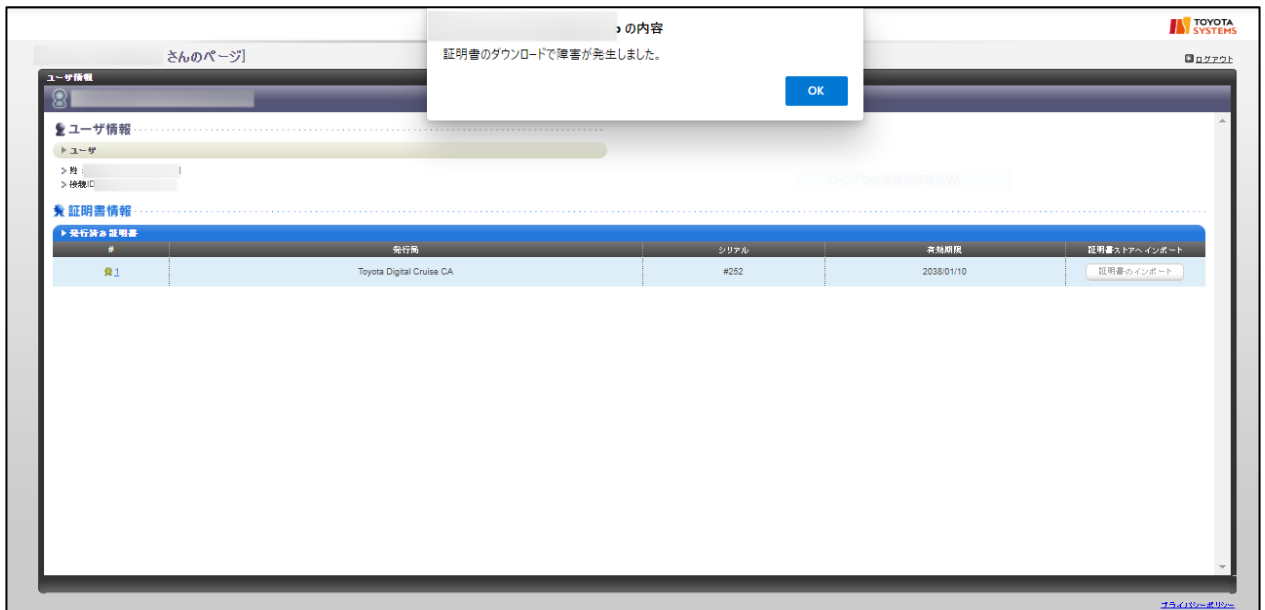
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Notice)

If the following screen is displayed,
check if Edge administrator privileges have been activated.



[STEP4] Install a Certificate

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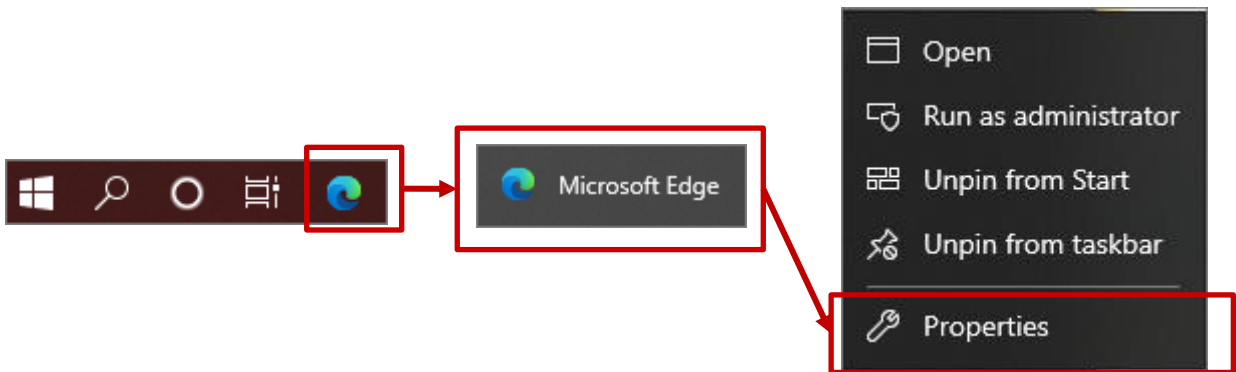
Date

June. 30, 2021

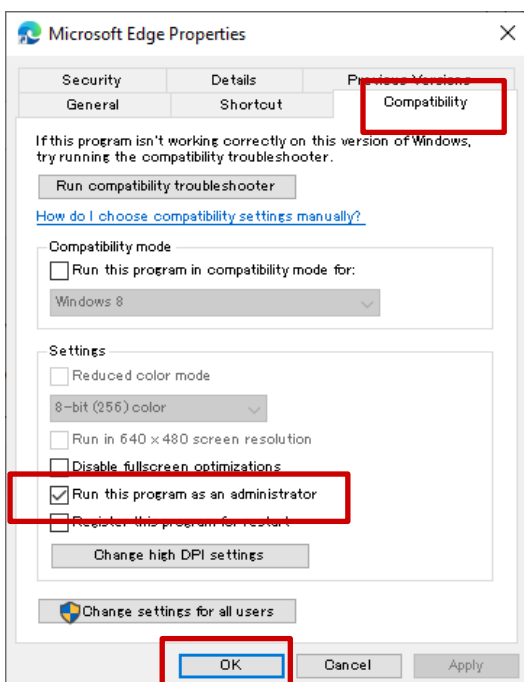
Install a Certificate : Remove administrator rights

note) This procedure should be done after importing the certificate

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



- (13) Uncheck “run as administrator” in compatibility tab and OK



[STEP5] Connect to Intra SSL

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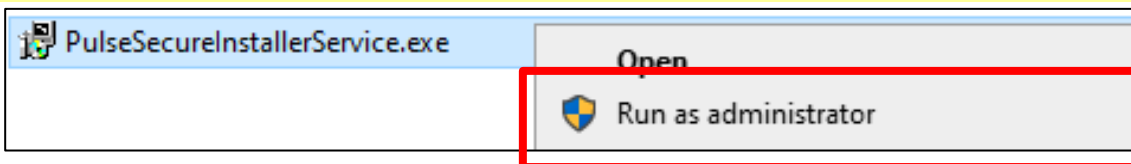
Remarks

- * 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

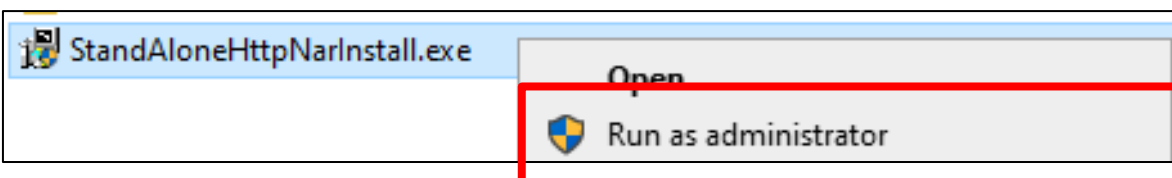
(1) Please download from the URL below and right-click to run as administrator.

<https://www.toyotasystems.com/service/network/intra-ssl/jp/doc/PulseSecureInstallerService.exe>



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

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



[STEP5] Connect to Intra SSL

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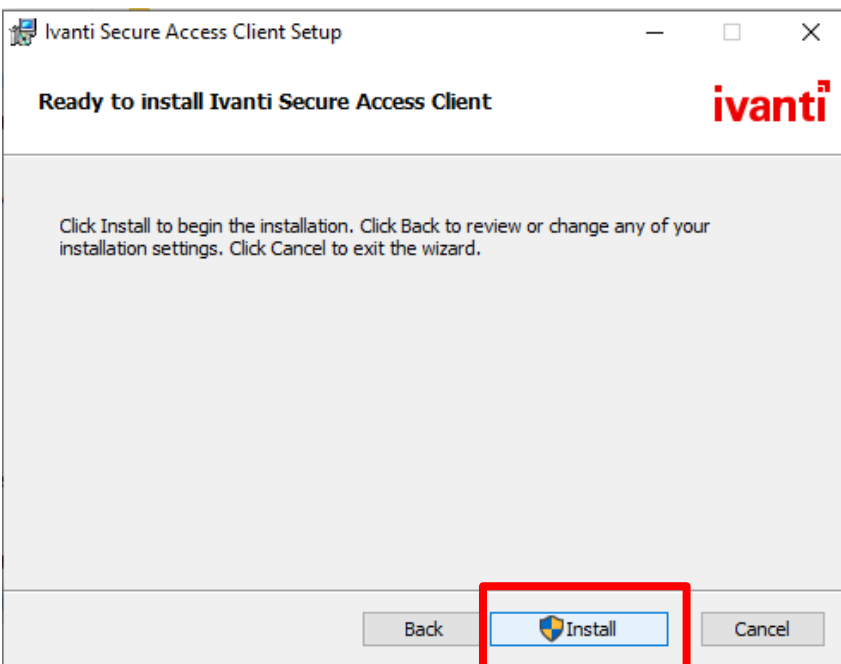
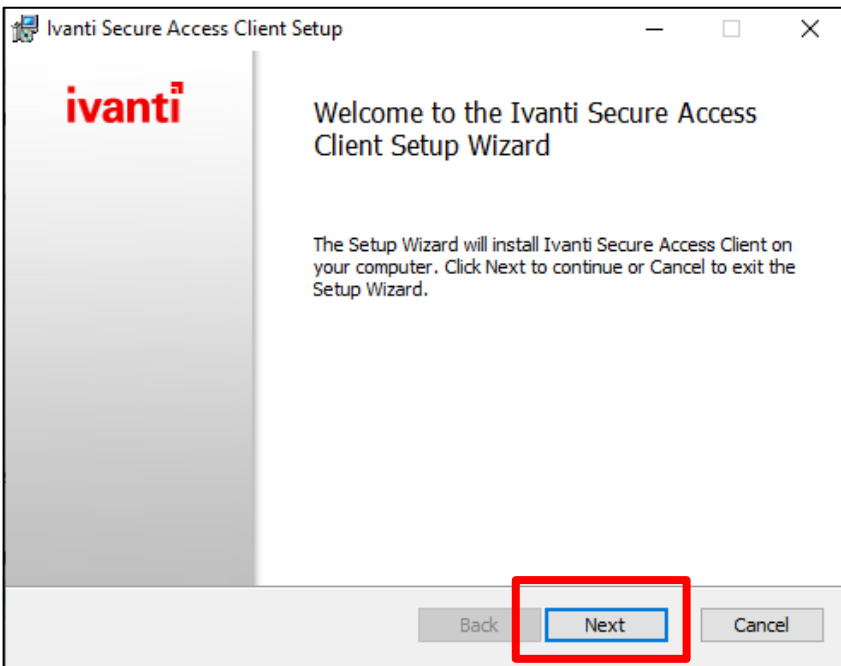
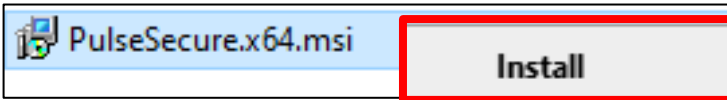
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(3) Please download from the URL below and run the installation.

<https://www.toyotasystems.com/service/network/intra-ssl/jp/doc/PulseSecure.x64.msi>



[STEP5] Connect to Intra SSL

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Adding Trusted Sites

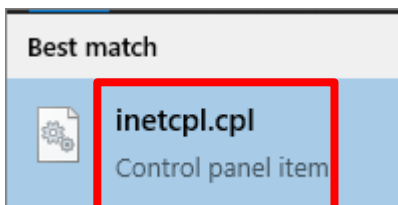
(1) Click "Windows" Icon.



(2) Type "internet options" to open the setting window



Note) If you can't open it, type "inetcpl.cpl" instead and Enter.



[STEP5] Connect to Intra SSL

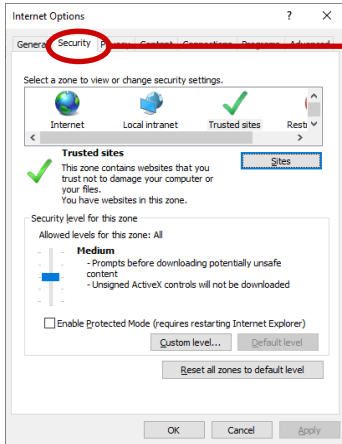
Written by

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Date

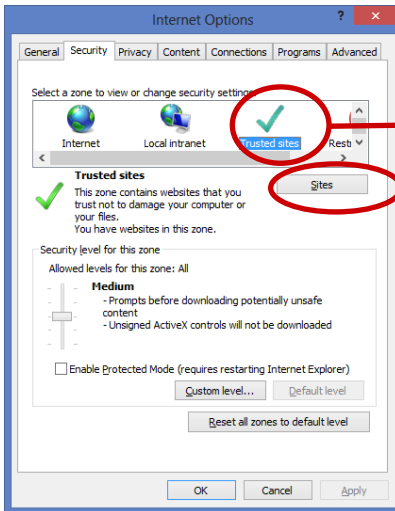
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(3) Click “Security” at Internet Option.



Click Security.

(4) Choose “Trusted sites” and click “Sites”.



(1) Choose Trusted sites.

(2) Click Sites.

[STEP5] Connect to Intra SSL

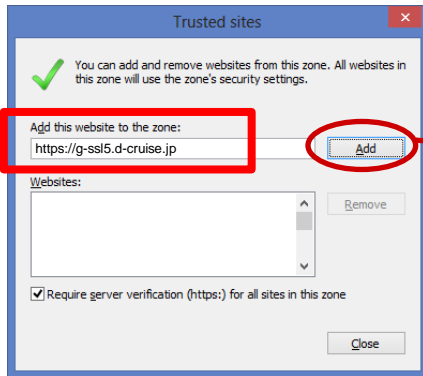
Written by

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CORPORATION

Date

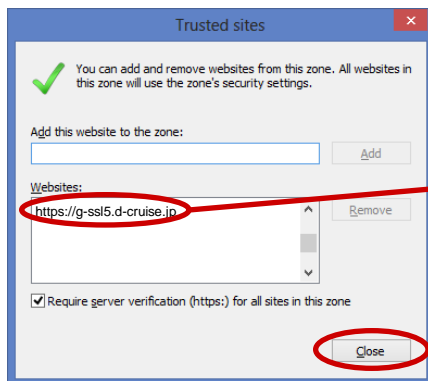
June. 30, 2021

(5) Type **https://g-ssl5.d-cruise.jp** in the upper box and add it.



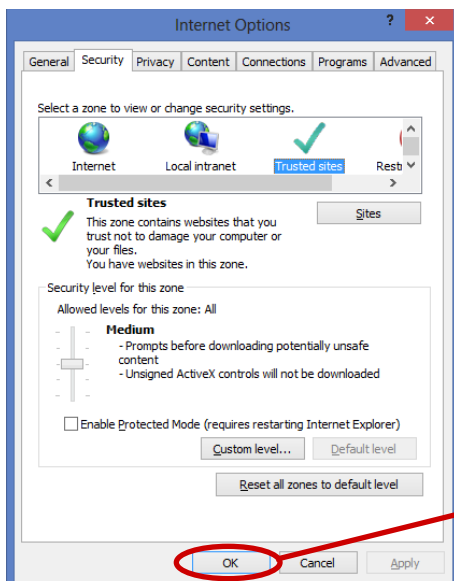
Click Add.

(6) Check URL added to Websites, then click “Close”.



(1) Check URL.
(2) Click Close.

(7) Click “OK” and close Internet Option.



Click OK.

[STEP5] Connect to Intra SSL

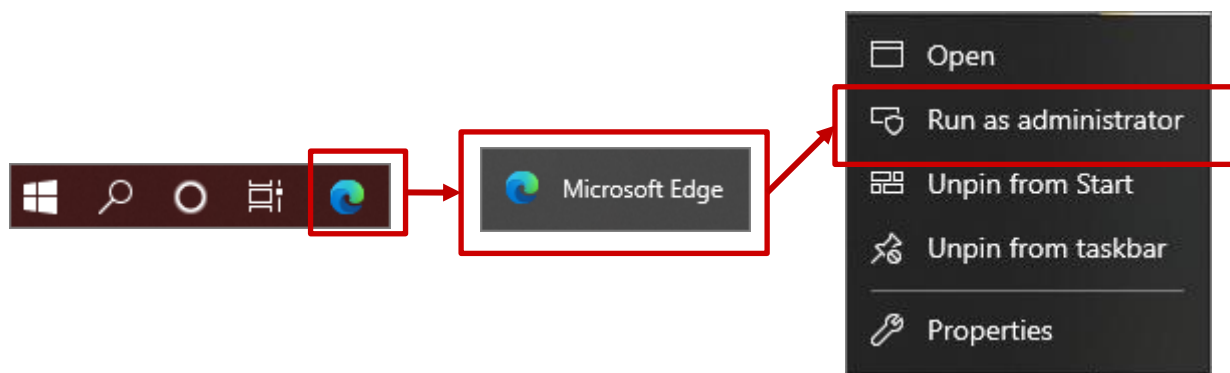
Written by

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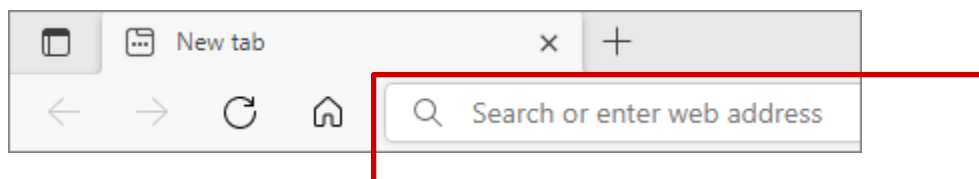
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- (8) Right-click on “Microsoft Edge” icon in the task bar.
Then, right-click on the pop-up menu and click “Run as administrator”



- (9) Open the below URL in browser

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



[STEP5] Connect to Intra SSL

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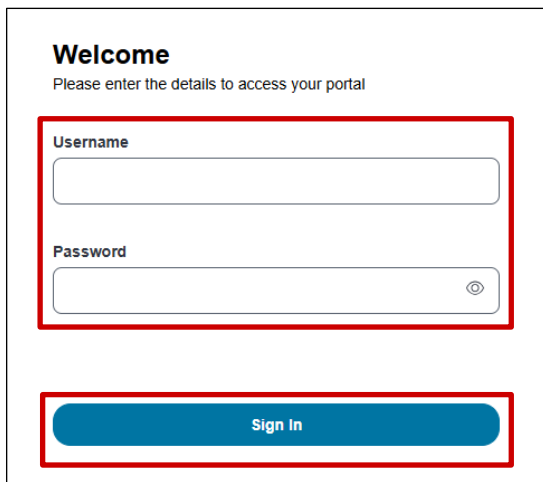
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(10) Type ID which you can see in the implement notice mail and new password to sign in.

note) You can find your ID in details of 「Intra-SSL App ID registration notice」
Uppercase letters are different from lowercase ones.



Welcome
Please enter the details to access your portal

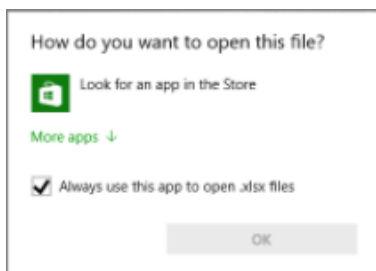
Username

Password

Sign In

When you finish entering the Username and new Password, please click the **Sign in**.

note) You may see a popup like this below, you can ignore it.



How do you want to open this file?

Look for an app in the Store
More apps ↓

Always use this app to open .xlsx files

OK

[STEP5] Connect to Intra SSL

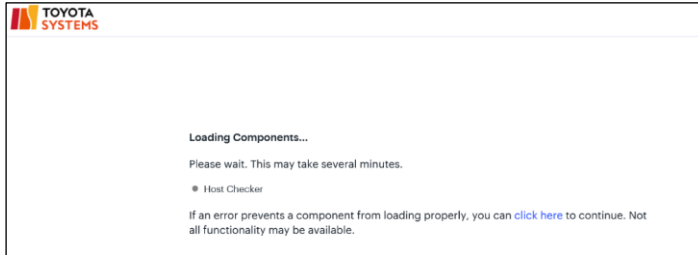
Written by

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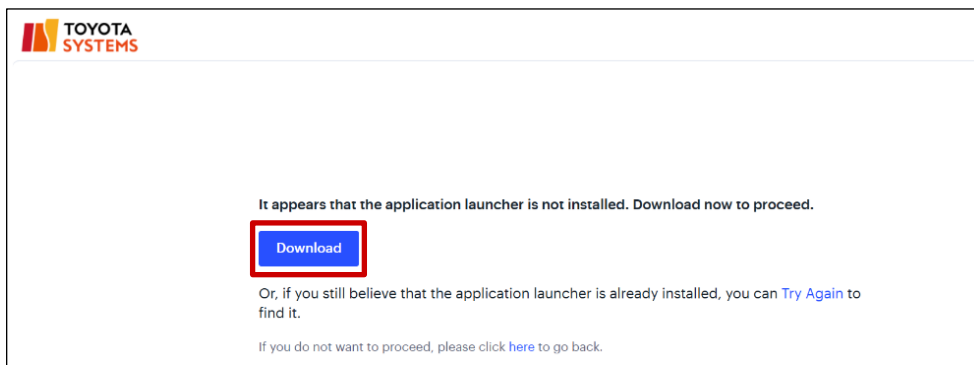
Date

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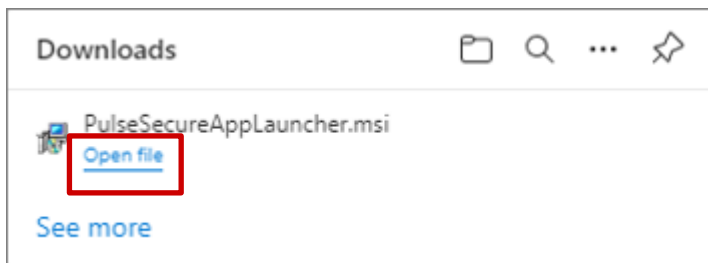
(11) Wait until the loading finish.



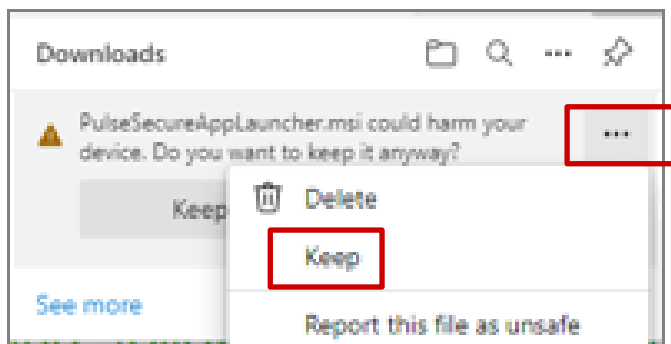
(12) When signing in for the first time, You need to download and install the “App Launcher”.



(13) After download, open the file to install it.



note) When blocked, save the file clicking 「...」 in the right of the message.



[STEP5] Connect to Intra SSL

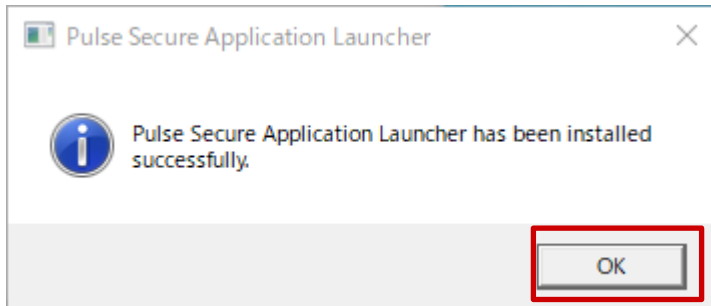
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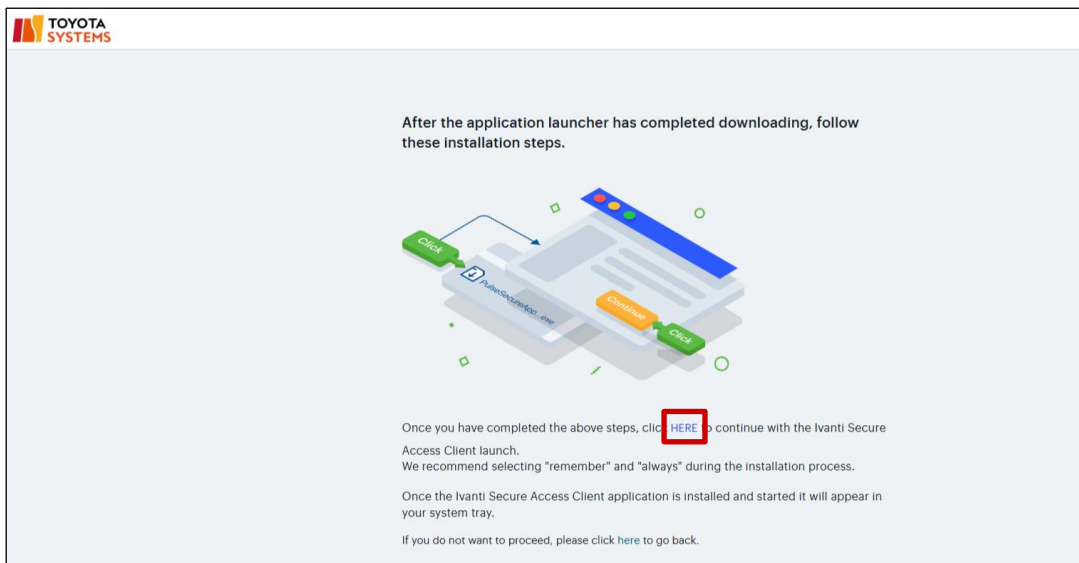
Date

June. 30, 2021

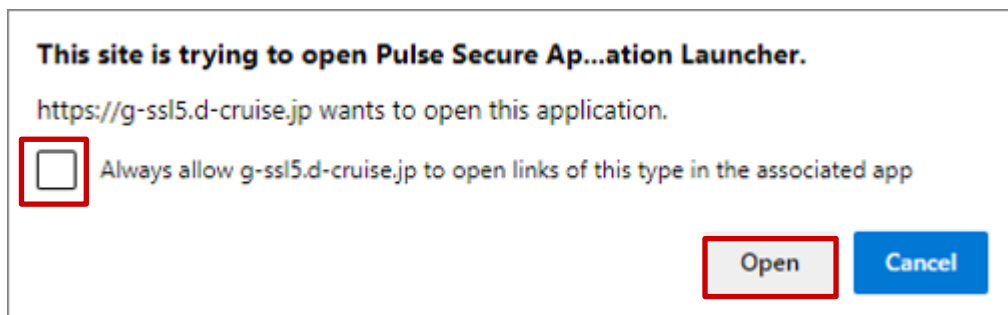
(14) Click OK after the installation.



(15) When the page turns into the following, and click "here" (the red square below).



(16) The popup appearing, Check "Always allow ~" and open it.



[STEP5] Connect to Intra SSL

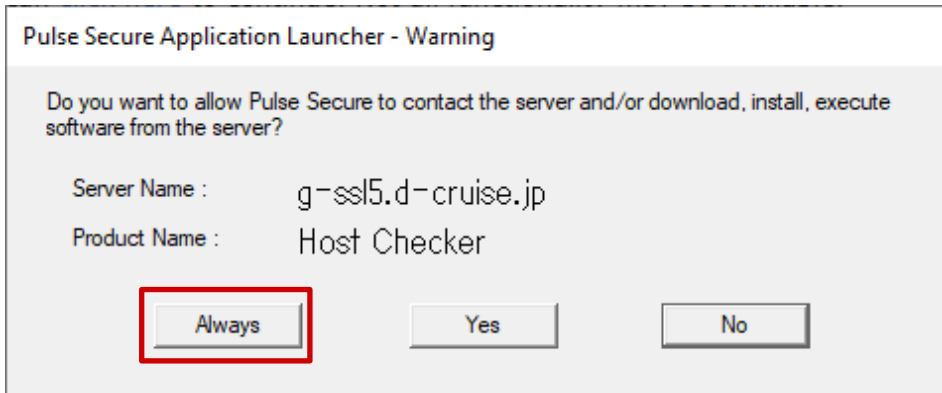
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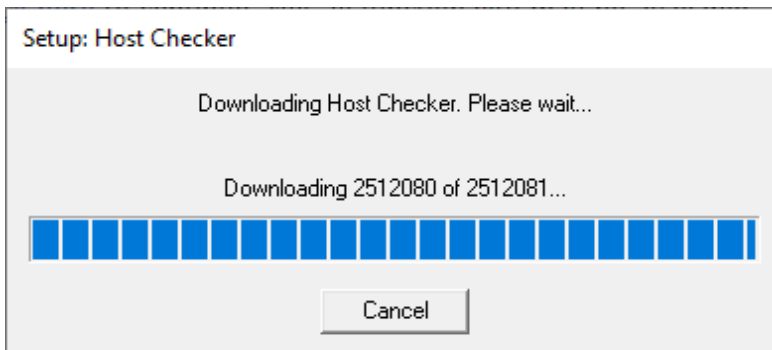
Date

June. 30, 2021

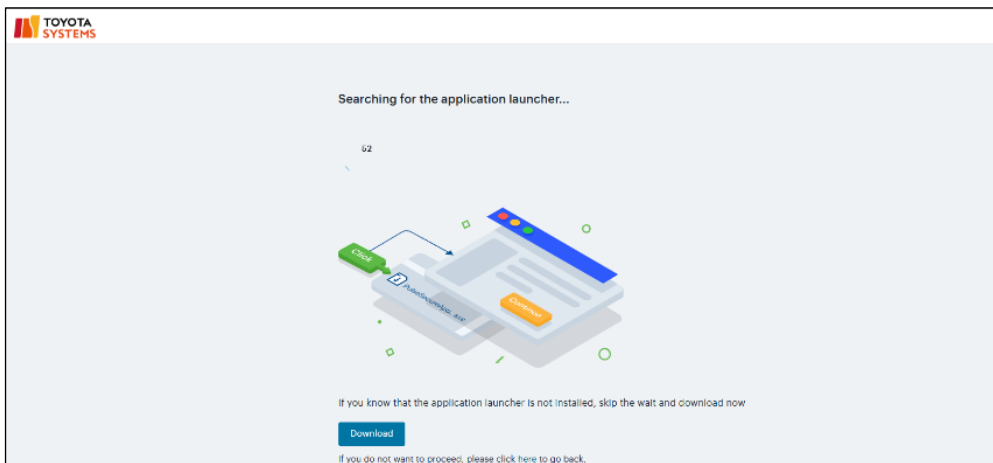
(17) Click “always” in the popup below.



(18) Wait until the installation finish.



note) Do Nothing in the page below.



[STEP5] Connect to Intra SSL

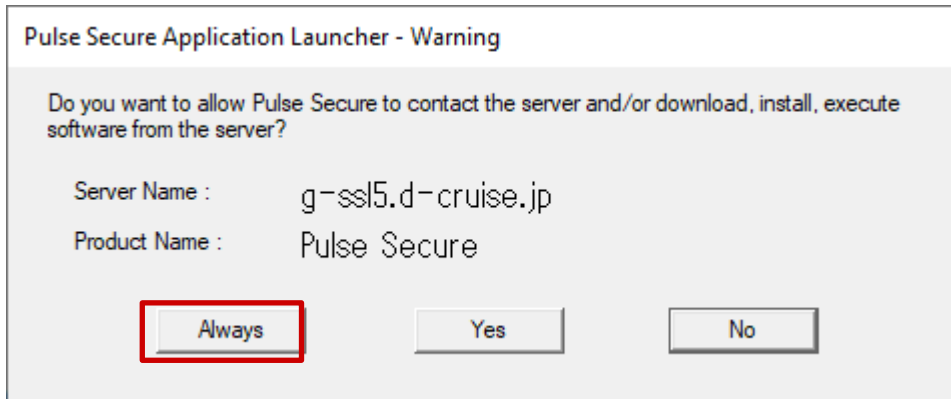
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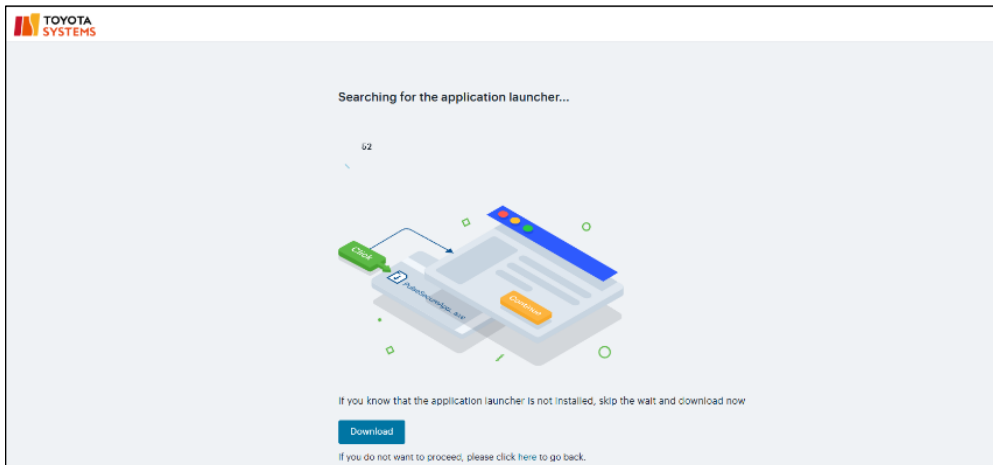
Date

June. 30, 2021

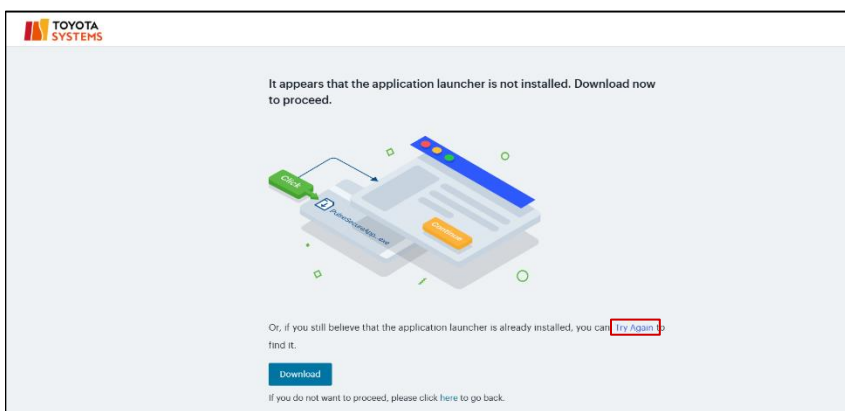
(19) Click “always” in the popup below then wait until installation finish.



(20) Do Nothing in the page below.



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



[STEP5] Connect to Intra SSL

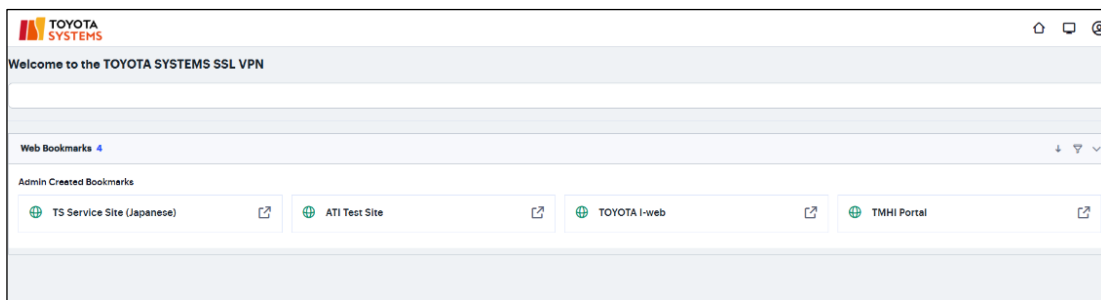
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- (21) When the installation is complete, you will see the following screen that the installation was successful:
-you can find the orange "key" mark at the lower right on the desktop.
*If you close the window, this connection has been continued connect to Intra SSL.

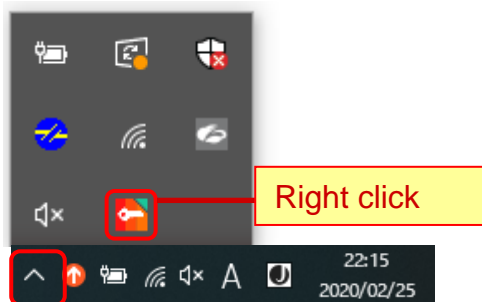


The symbol mark: **Ivanti Secure Access Client**
This picture will appear on under the task bar.

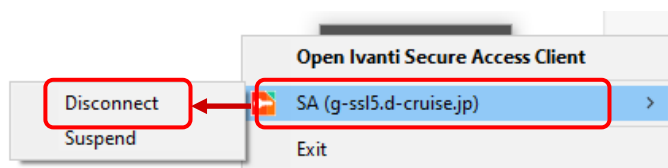
Please try the connection according to the procedure of the contracted application.

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

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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/>

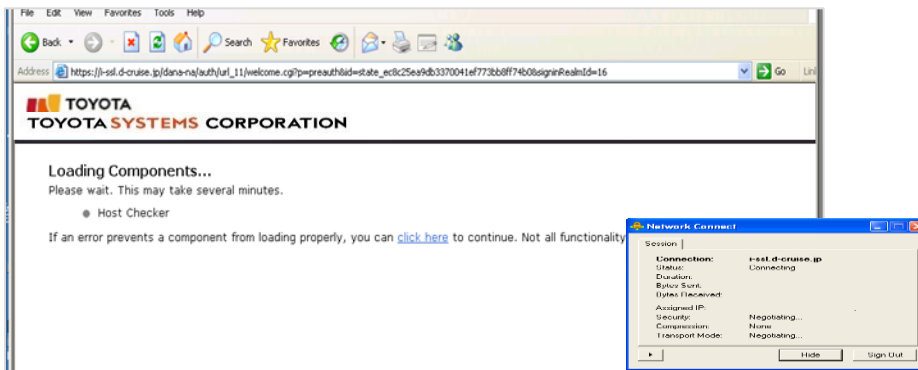
2. Whenever I entered Username and Password at Intra SSL Service Page, 'Invalid Username or Password' message pops up on the screen.

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.

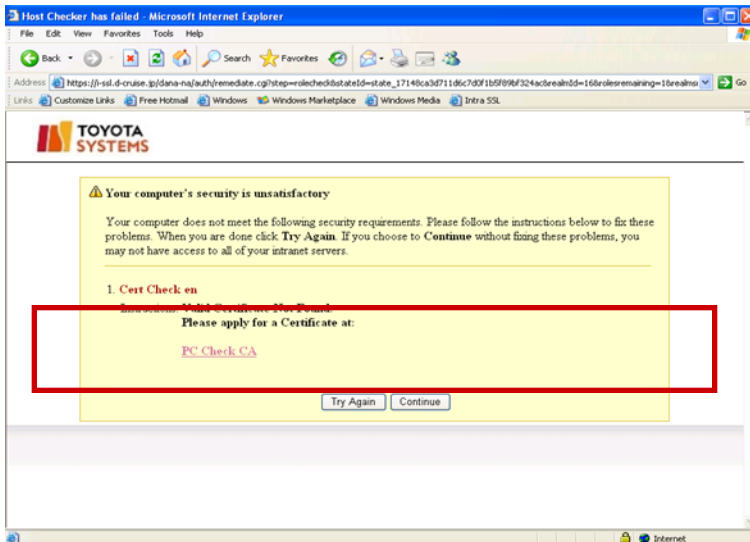
If you forgot your Password, please contact the help desk depicted in page 2.

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



Please consult STEP 1 found in Installation Manual again.

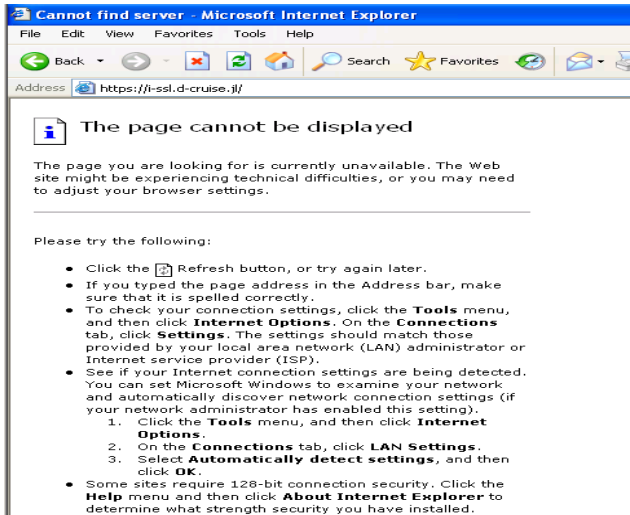
4. Whenever installing or booting, the following security alert appears on screen.



If Cert Check message appears on the screen;
Please consult STEP 2 found in Installation Manual again.

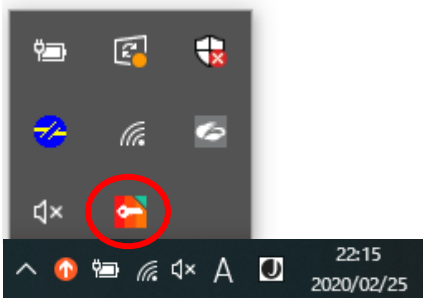
(2) What can I do when application is unavailable?

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.