



2022

# 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: \*\*\*\*@**alobal** 

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- The following software may conflict with Pulse Secure (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).



The icon(Figure.2) with green up arrow appears 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 >
①Right click the bookmark
②Click [properties] ③Please check the URL in [Web Document] tab.

		TOYOTA SYSTEMS SSL VPN - Home Properties	$\times \mid$	
	<b>Open</b> Open in new tab	General Web Document Security Details Previous Versions		
	Add to Favorites bar Create new folder	URL: https://g-ssl5.d-cruise.jp/		It should be " <b>https://g-ssl5.d-cruise.jp/</b>
	Print	Visits: Unknown Change Icon		
	Cut Copy			
Click	Rename			
_	Properties	OK Cancel Apply		

#### **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

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
C HP Documentation	HP Inc.	12/09/2
Juniper Networks Network Connect 8.0	uniper Networks	25/02/
Juniper Networks Setup Client	uniper Networks	25/02/2
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/
ڬ Mozilla Firefox 70.0.1 (x64 ja)	Mozilla	21/11/
🖶 Mozilla Maintenance Service	Mozilla	21/11/
S 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/
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/

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#### 2. Checking the ActiveX filter settings

To check if ActiveX Filtering is enabled or disabled in Internet Explorer,

click at the Gear icon located at the top right, go to Safety and see if there is a tick at the ActiveX Filtering option.

Leave the Active Filtering unchecked.

(If there is a tick, that means ActiveX Filtering is enabled and all you need to do is select at the option again to disable it.)

						_	٥	×
		- 🗎 C	Search			- م	66 53	<b>Q</b>
/ou agree	to this use.				Print File Zoom (100%)			> > >
De	elete browsing history		Ctrl+Shift+D	el	Safety			>
Ini	Private Browsing		Ctrl+Shift+	P	Open with Microsoft Edge	C	Ctrl+Shift+	
Tu	urn on Tracking Protection				Add site to Apps			
Ad	ctiveX Filtering				View downloads		Ctrl+	,
W	Web page privacy report				Manage add-ons			
Cł Tu	heck this website Jrn off Windows Defender Sr	martScreen			Go to pinned sites Compatibility View setting	s		
Ke	eport unsare website			-1	Internet options			
	LinkedIn	Micro	soft Store		About Internet Explorer			_

It is able to switch *ActiveX Filtering* on or off with just one click.



#### **3.** Checking the Internet options settings in Internet Exlorer ①

■ In Internet Explorer, Click on the *Gear* icon at the top right corner of the window, and then click the *Internet options*.



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



![](_page_7_Figure_6.jpeg)

■ 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

![](_page_8_Picture_0.jpeg)

#### 4. Checking the Internet options settings in Internet Explorer 2

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

■ In Internet Explorer, Click on the *Gear* icon at the top right corner of the window, and then click the *Internet options*.

![](_page_8_Picture_4.jpeg)

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

nternet Options	?	×
General Security Privacy Content Connections Programs	a Adva	anced
Settings		- 1
Sites Ad	<u>v</u> anced	
Location		_
Never allow websites to request your physical location	ar Sites	5
Pop-up Blocker		- 1
Turn on Pop-up Blocker	<u>e</u> ttings	
InPrivate		_
Disable toolbars and extensions when InPrivate Browsing sta	arts	
OK Cancel	<u>A</u> p	ply

![](_page_9_Picture_0.jpeg)

#### **5.** Checking the Internet options settings in Internet Explorer ③

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

■ In Internet Explorer, Click on the *Gear* icon at the top right corner of the window, and then click the *Internet options*.

![](_page_9_Picture_4.jpeg)

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

nternet Options			? >
General Security Privacy	Content Connecti	ons Programs	Advanced
To set up an Inte Setup.	ernet connection, dick	Se	etup
Dial-up and Virtual Private	Network settings —		
Common_typeL_N Common_typeL_N	A - Go to ssl-l.d-cruise. A - ssl-l.d-cruise.jp	^ A <u>a</u>	<u>d</u> d
Common_typeL_NA APM Network Access	A - 直接ダイアルの代わ s	Add	V <u>P</u> N
<	>	<u>R</u> em	nove
Select Settings if you nee server for a connection.	d to configure a proxy	r <u>S</u> ei	ttings
Local Area Network (LAN) LAN Settings do not app Select Settings above fo	settings	ns.	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.

Automatic confi use of manual s	guration may c ettings, disable	verride manua automatic cor	l settings. Ifiguration	To ensure the
Automatical	y detect settin ic configuratio	gs n <u>s</u> cript		
Address				
Proxy server				
Use a pro <u>xy</u> dial-up or VP	server for you N connections	ır LAN (These s ).	ettings w	ill not apply to
Addr <u>e</u> ss:		Por <u>t</u> : {	30	Advan <u>c</u> ed
		r la ral addraad	ec.	

![](_page_10_Picture_0.jpeg)

#### 6. Checking the Internet options settings in Internet Explorer④

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

■ In Internet Explorer, Click on the *Gear* icon at the top right corner of the window, and then click the *Internet options*.

![](_page_10_Figure_4.jpeg)

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

![](_page_10_Picture_6.jpeg)

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

![](_page_10_Figure_8.jpeg)

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

 $\boldsymbol{\cdot}$  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
💷 JuniperExtlexe	2014/06/24 19:13
🚳 JuniperSetupClient.ocx	2014/06/24 19:13
JuniperSetupClient INF	2014/06/24 19:13

![](_page_11_Picture_0.jpeg)

#### 7. Boot the internet Explorer and Login with Administrator rights

![](_page_11_Picture_2.jpeg)

①Right-Click the icon on taskbar.
※Notes: The Edge cannot connection to *Run as administrator*.

Please login the following URL .

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

When the initial login the above URL, the client software will install automatically.

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.

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

![](_page_11_Picture_10.jpeg)

## **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.