

2022

Intra SSL Troubleshooting Manual

2022/12/14



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**

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Cautionary Points of VPN Connecting

- 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
 - P2P software 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) with green up arrow appears when you connect successfully.
This icon is on task tray.



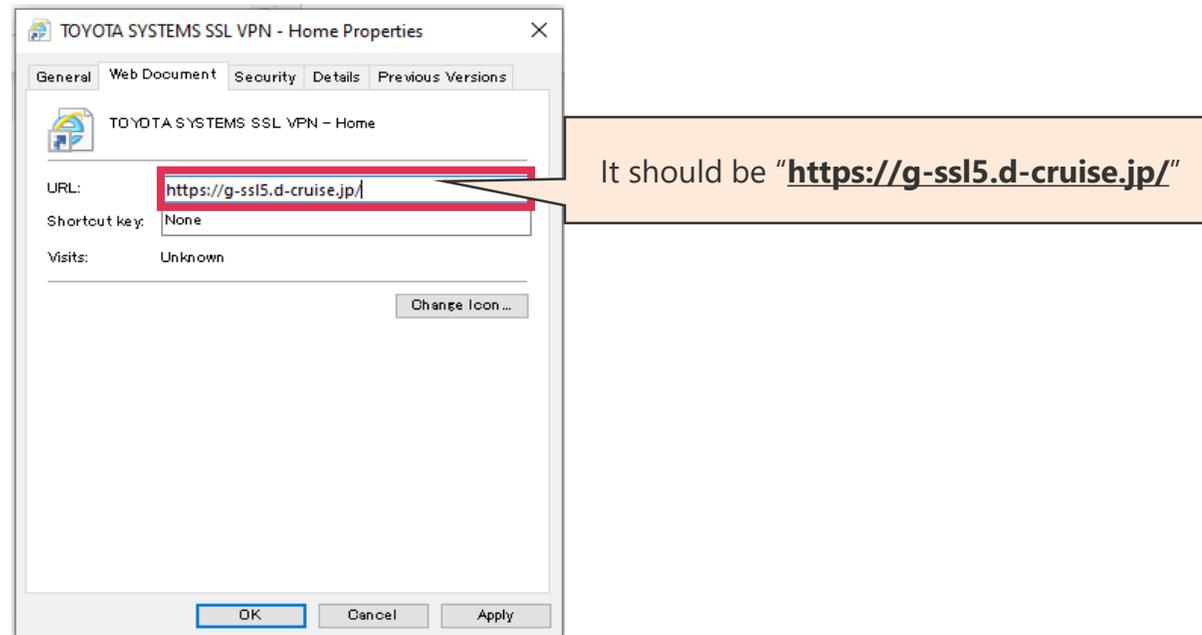
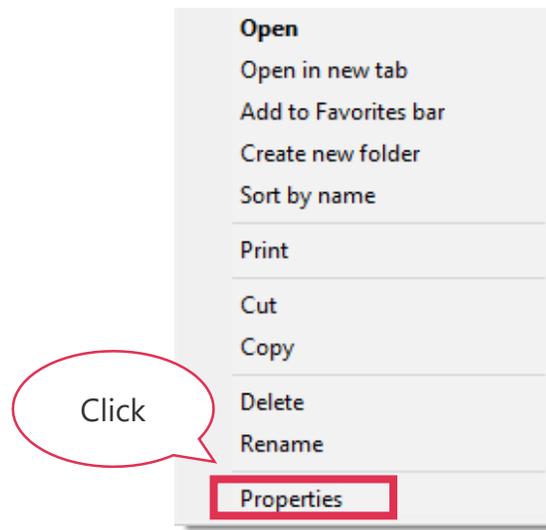
Figure.2

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 Right click the bookmark
- ② Click [properties]
- ③ Please check the URL in [Web Document] tab.



What To Do if Intra SSL Cannot Connect To VPN

1. Uninstall an applicable programs

This chapter provides procedures for uninstalling an applicable program.

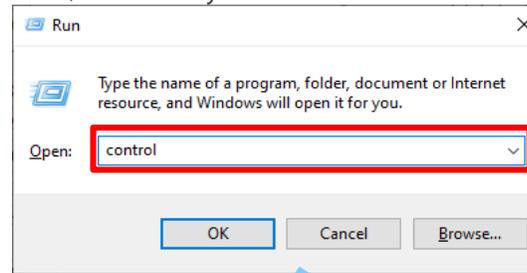
Please select Programs and Features from the Control Panel and then click Uninstall those programs.

*There are cases in which it is not installed.

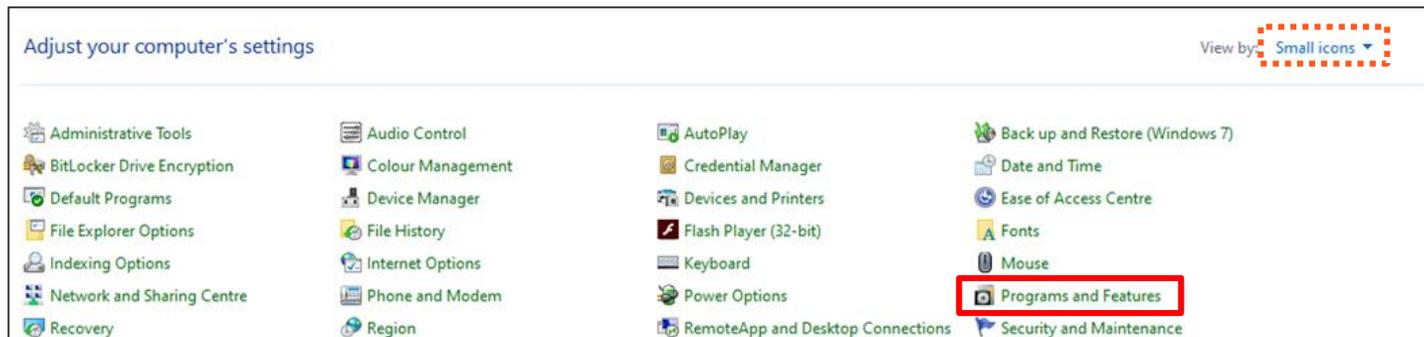
① Press **Windows** key and **R** key at the same time.



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



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

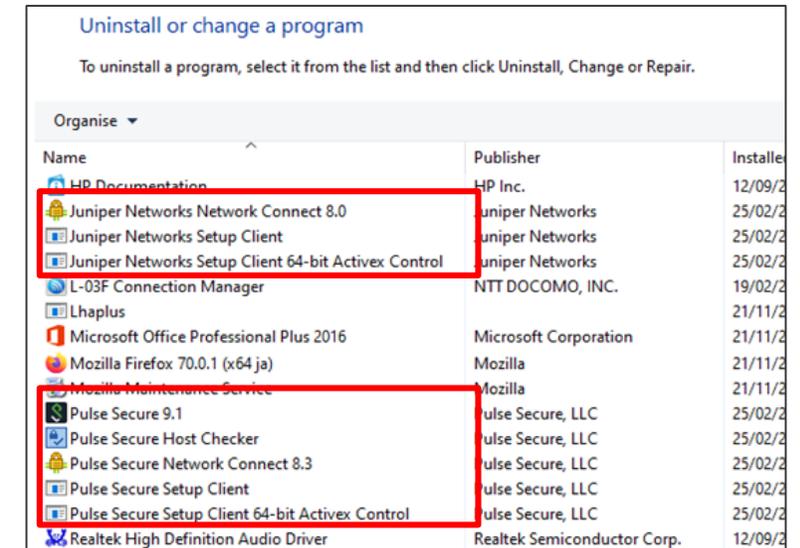


*If it is different from the following screen, please change **Small Icons**.

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

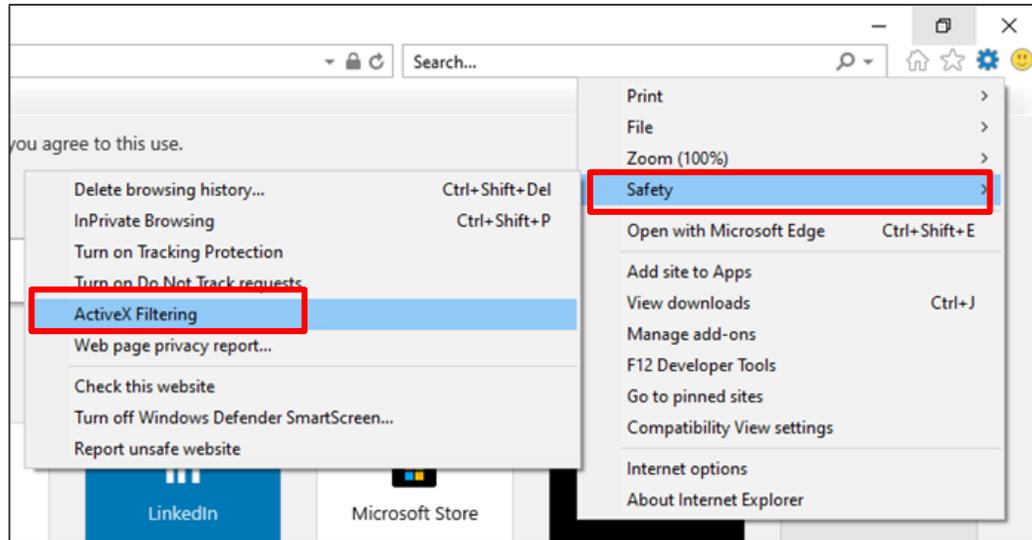
- Programs that start with **Juniper Networks**
- Programs that start with **Pulse Secure**

※If not applicable, no further action.



2. Checking the ActiveX filter settings

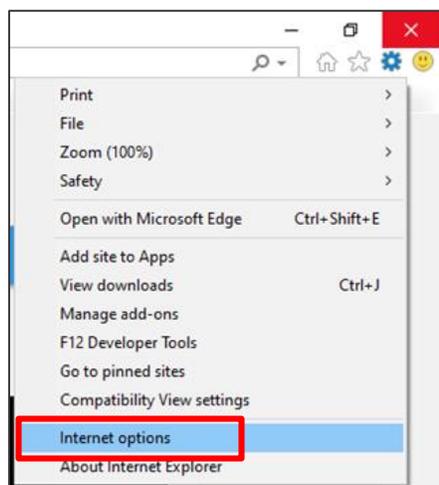
To check if ActiveX Filtering is enabled or disabled in Internet Explorer, click at the *Gear icon* located at the top right, go to *Safety* and see if there is a tick at the **ActiveX Filtering** option. Leave the **Active Filtering** unchecked. (If there is a tick, that means ActiveX Filtering is enabled and all you need to do is select at the option again to disable it.)



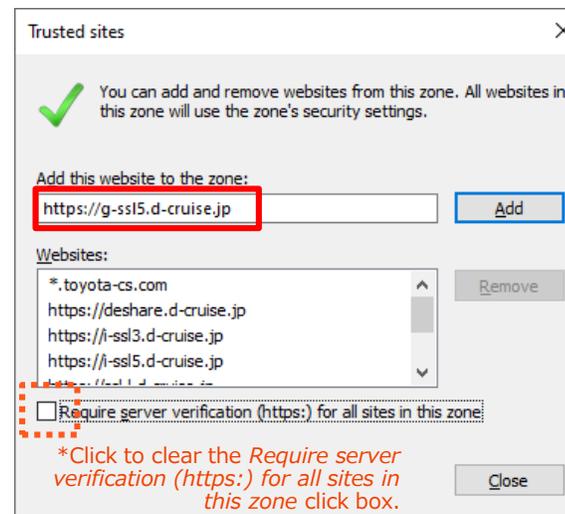
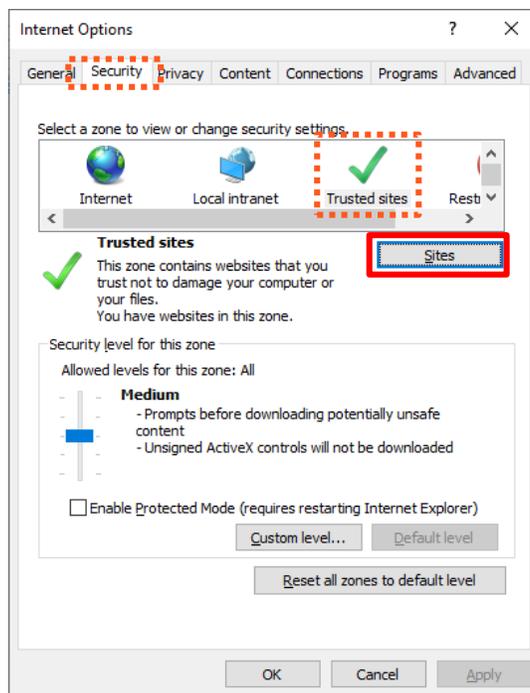
It is able to switch **ActiveX Filtering** on or off with just one click.

3. Checking the Internet options settings in Internet Explorer①

■ 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**.



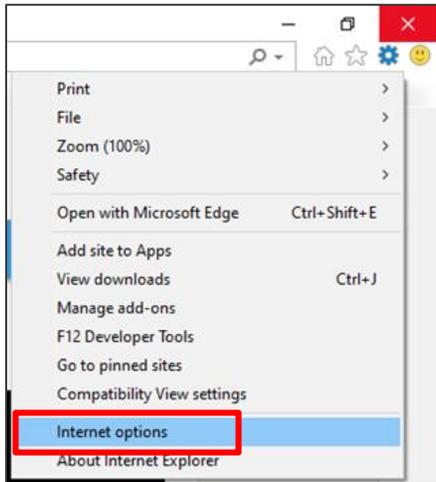
■ In the **Add this website to the zone** box, type the following URL of 3 sites that you trust, and then click **Add**.

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

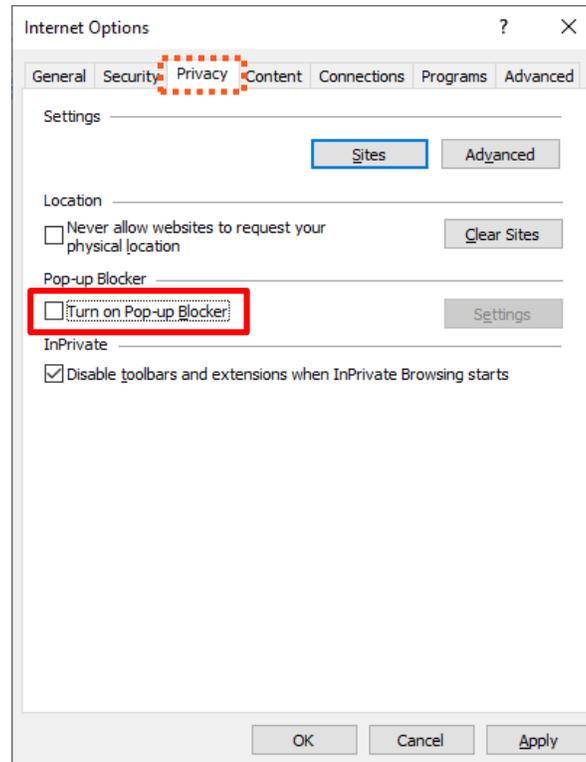
4. Checking the Internet options settings in Internet Explorer②

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**.



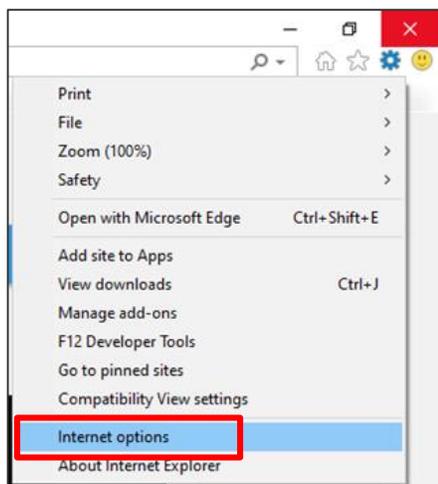
■ Go to **Privacy** tab, uncheck **Turn on Pop-up Blocker** to disable the functionality.



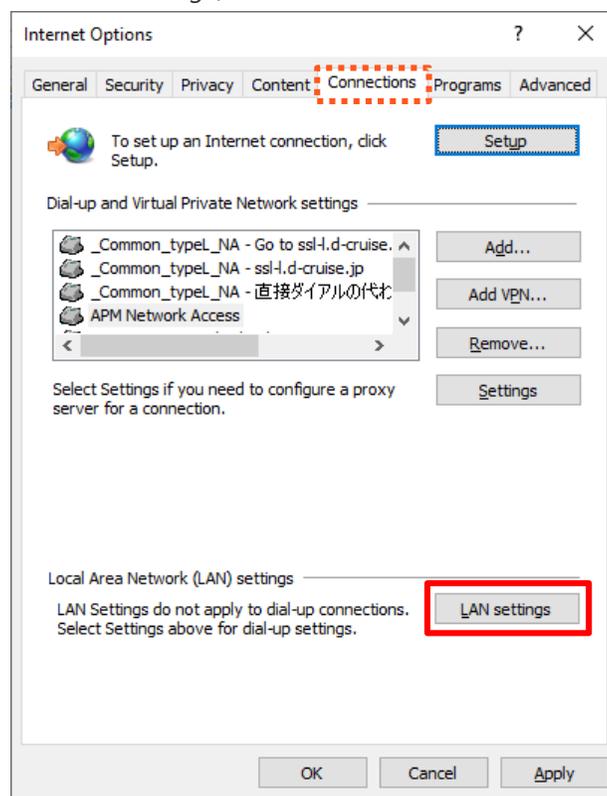
5. Checking the Internet options settings in Internet Explorer③

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**.

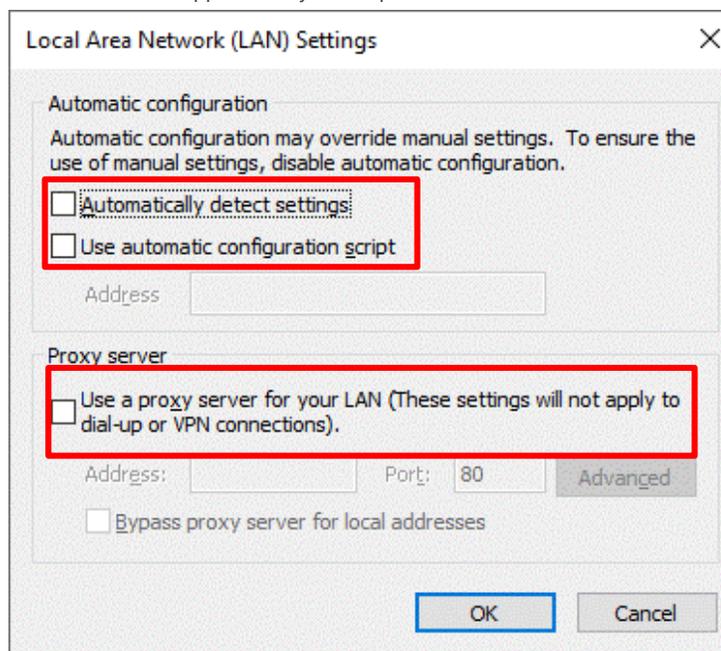


■ Go to **Connections** tab, and then click **LAN settings**. (under *Local Area Network settings*)



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

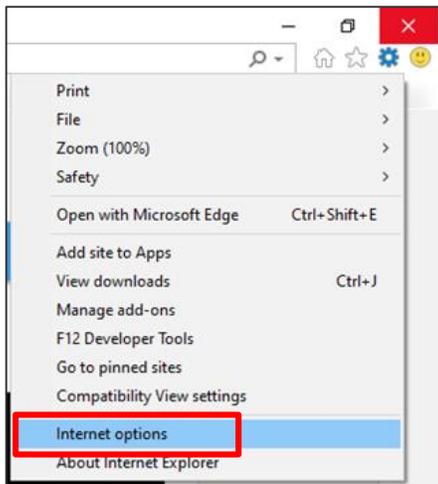
※There are cases in which the network interruption when uncheck all checkboxes. If it happens that you can put a check in a box.



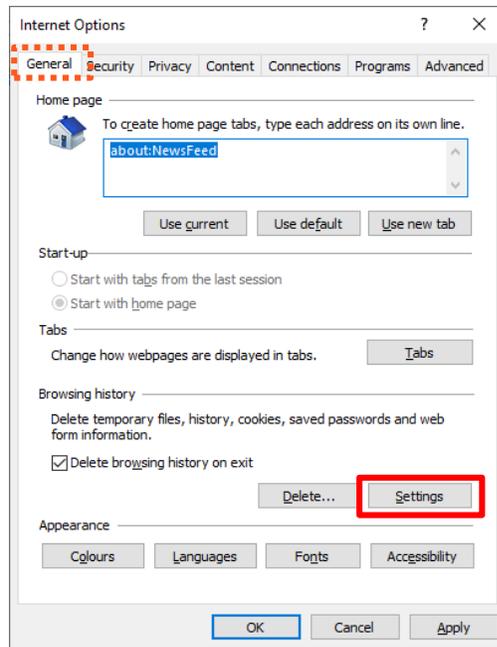
6. Checking the Internet options settings in Internet Explorer④

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

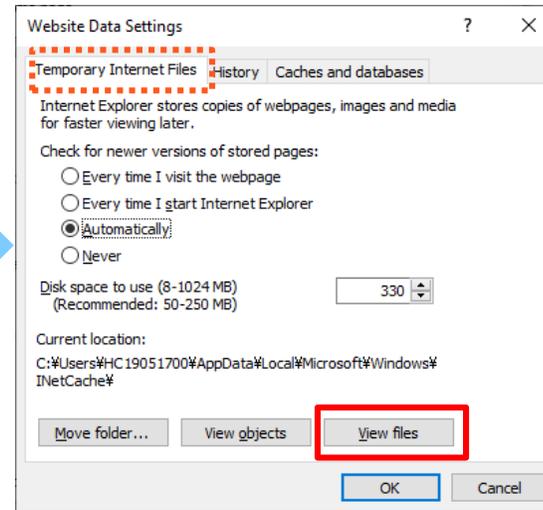
■ In Internet Explorer, Click on the *Gear* icon at the top right corner of the window, and then click the **Internet options**.



■ 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.

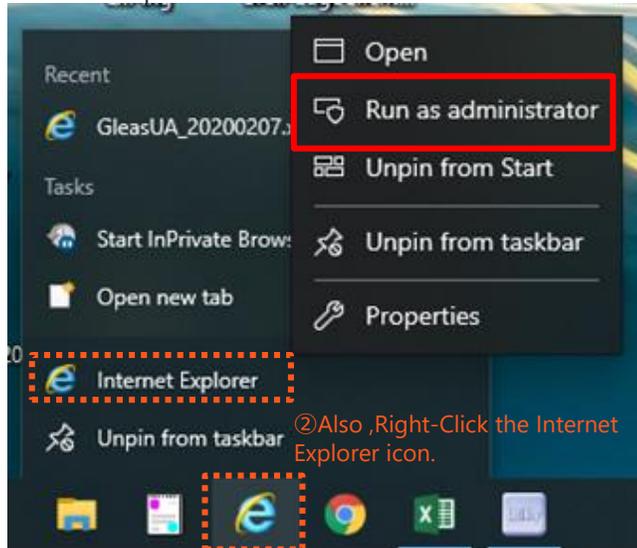
- Programs that start with **Juniper**
- Programs that start with **Pulse**

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

7. Boot the internet Explorer and Login with Administrator rights

- Right-click the Internet Explorer, and then click **Run as administrator**.

*Internet Explorer will boot as usual from next time.



②Also, Right-Click the Internet Explorer icon.

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.



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.