

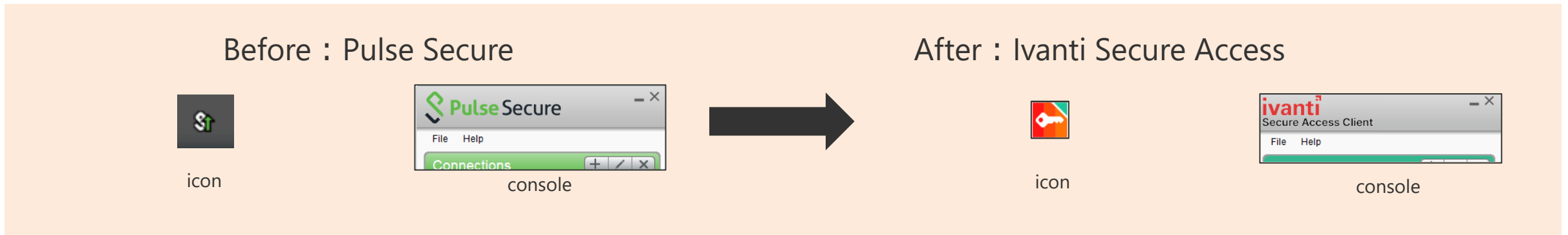


2023

# 【Intra SSL】 Upgrading Client Software

# Introduction

- This article describes how to upgrade Client software (Pulse Secure).
- Upgrade steps in this manual will be available from **November 13<sup>th</sup>**.
- The client software will change from “Pulse Secure” to “Ivanti Secure Access” after process this manual.



- Sequence of steps depends on which you use software or Web browser to sign in your service.
  - Using Web browser → P.2
  - Using software → P.7

# 1. Upgrading (Using browser)

- Version upgrade procedure

1-1. First login ~ Host Checker update (Almost 5min) ..... P3

1-2. Connection software update ~ Service connection (Almost 10min) ..... P5

- Troubleshooting

Troubleshooting ..... P12

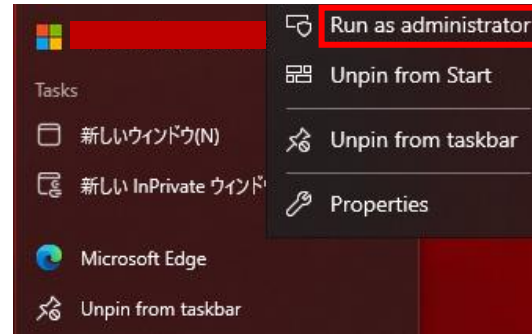
Contact information ..... P14

# 1. Upgrading (Using browser)

note:  
If you are logging in from the connection software, please follow the steps from page 7.

## 1-1. First login ~ Host Checker update

① Right-click the Microsoft Edge icon and click Run as administrator privileges.



② Access the login page.  
IntraSSL : <https://g-ssl5.d-cruise.jp>

③ Log in by entering your connection ID and password.

A screenshot of the Intra SSL login page. The page has a white background and a dark header. The header text reads 'Welcome to the Intra SSL'. Below the header, there are two input fields: 'Username' and 'Password'. To the right of the input fields, there is a dark square icon and the text 'OT - Th W'. At the bottom of the form, there are two buttons: 'Sign In' and 'Help'.

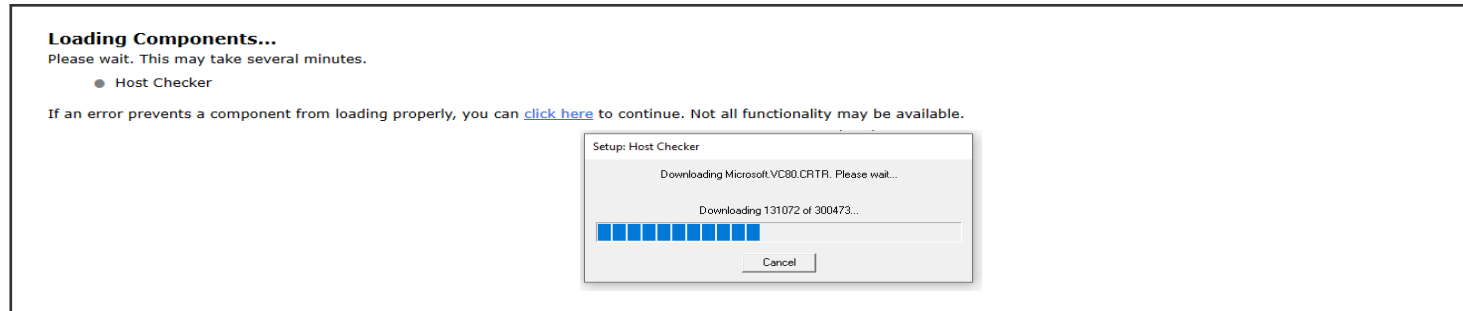
# 1. Upgrading (Using browser)

## 1-1. First login ~ Host Checker update

- ② When you login for the first time **after November 13th (Monday)**, Host Checker update will start automatically.

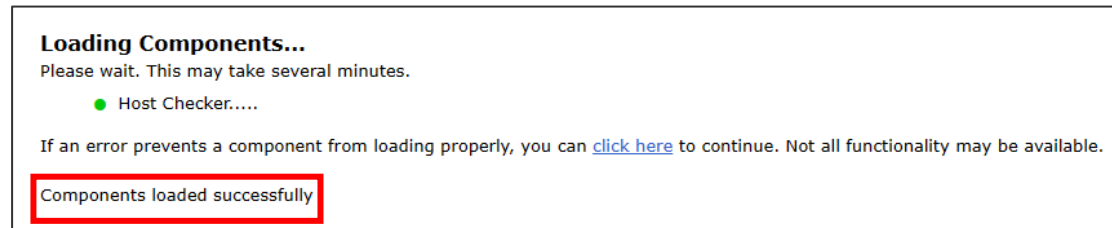
Please wait until the download and update are complete.

Note: Depending on your network environment, it may take some time to complete.



- ③ When the message "Components loaded successfully" is displayed, the Host Checker update is complete.

You will automatically move to the next screen.

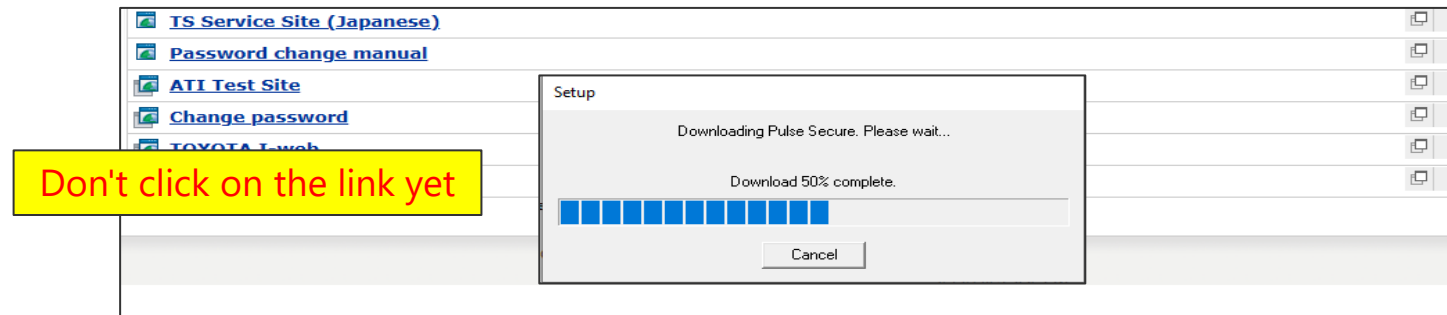


# 1. Upgrading (Using browser)

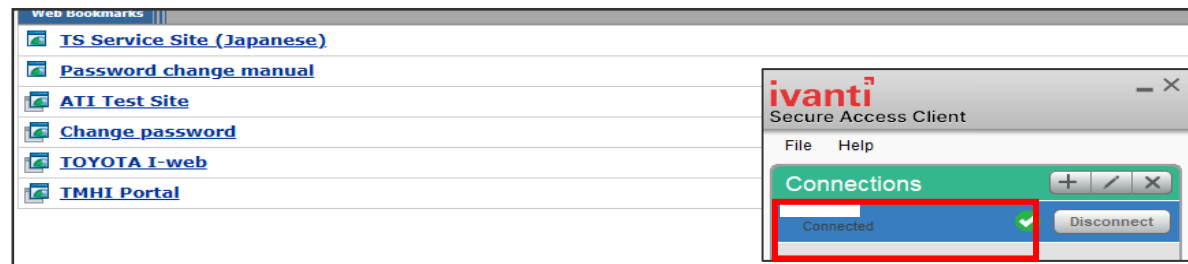
## 1-2.Connection software update

① Update of the connection software will start automatically. Please wait until completion. Do not click the bookmark link at this point, as the connection is not complete.

Note: Depending on your network environment, it may take some time to complete.



② Once the update is complete, the new connection software will start. When the status changes to "Connected", click the link and confirm that you can use the service. If the link is not visible, please reload the page.



If you are experiencing problems such as not being able to upgrade or not being able to connect after upgrading, please check the troubleshooting (→P.12).

## 2. Upgrading (Using software)

### ● Task summary

2-1.Login, Upgrading software (Almost 10min)

..... P7

2-2. Implementation result

..... P10

### ● Troubleshoot

Troubleshoot

..... P12

Support information

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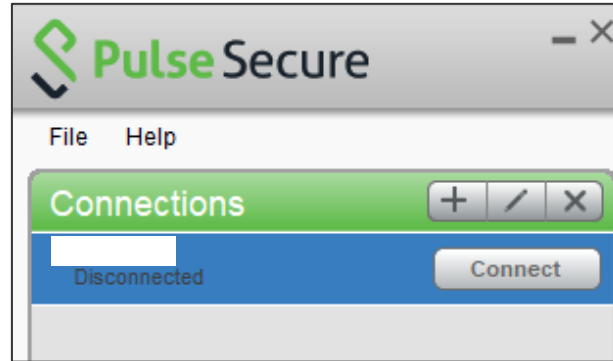
## 2. Upgrading (Using software)

Note :

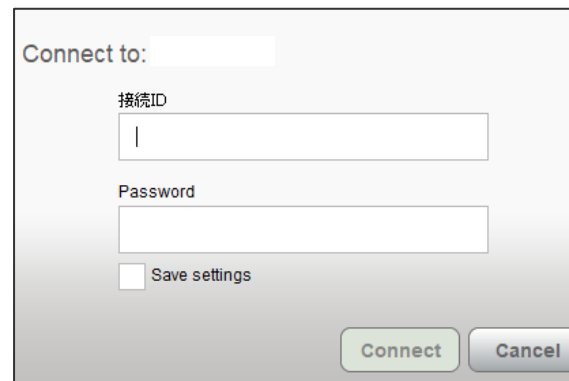
If you use Web browser to sign in, check the steps from page 3.

### 2-1. Login, Upgrading software

① Click "connect" to start connection.



② Sign in with your ID and Password.

A screenshot of the Pulse Secure login dialog box. It has a "Connect to:" label above a text input field. Below that is a field labeled "接続ID" with a vertical cursor. Underneath is a "Password" field. At the bottom left is a checkbox labeled "Save settings". At the bottom right are "Connect" and "Cancel" buttons.



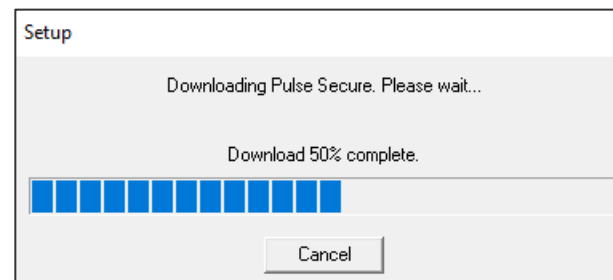
## 2. Upgrading (Using software)

### 2-1. Login, Upgrading software

- ③ After logging in for the first time **after November 13th (Monday)**, a message will be displayed prompting you to upgrade. Click Upgrade.



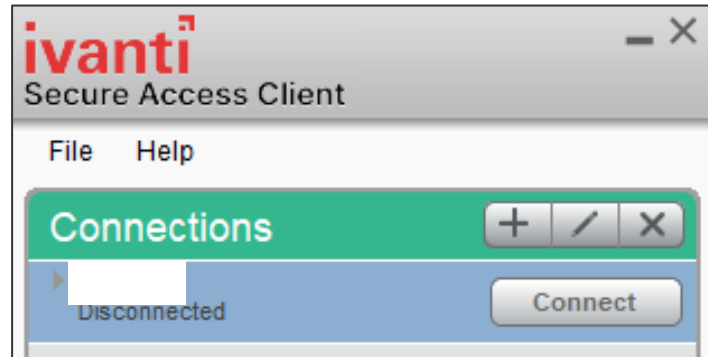
- ④ Downloading of the connection software will begin. Depending on the communication environment, it may take some time to complete.



## 2. Upgrading (Using software)

### 2-1. Login, Upgrading software

- ⑤ When the update is complete, the new connection software will start.

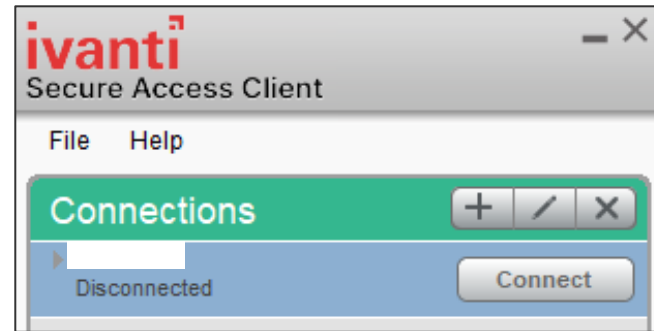


Please continue with the steps on the next slide.

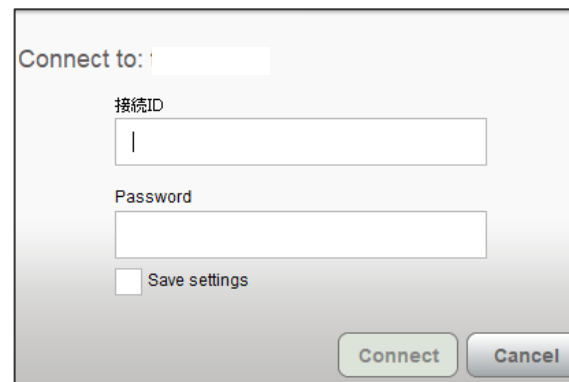
# 1. Upgrading (Using software)

## 2-2. Implementation result

① Click “connect” to start connection.



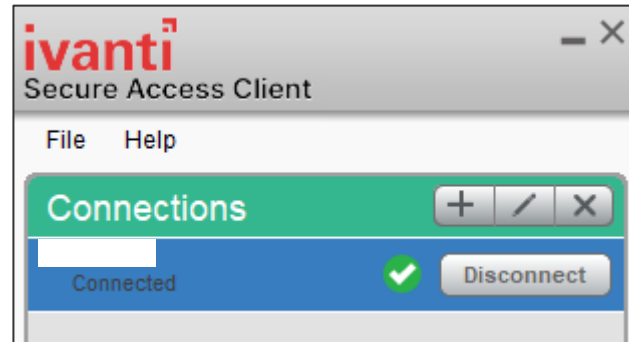
② Log in using your connection ID and password.



# 1. Upgrading (Using software)

## 1-2. Implementation result

③ Verify that the status is "Connected".



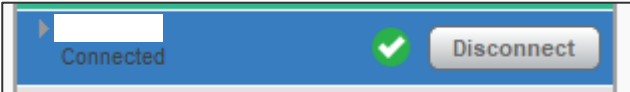
④ Access the ATI communication confirmation site or the application you are using and confirm that you can connect.



If you are experiencing problems such as not being able to upgrade or not being able to connect after upgrading, please check the troubleshooting (→P.12).

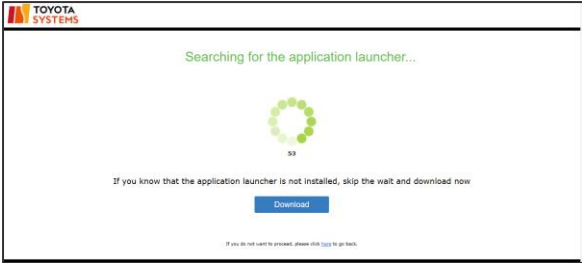
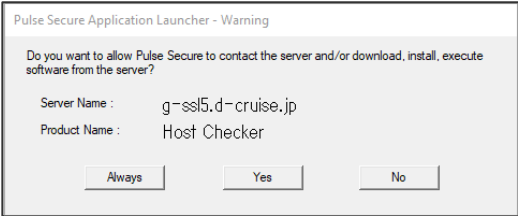
# 3. Troubleshooting

- Please check the troubleshooting below before contacting us.

Trouble details	What you should check
An error is displayed and the update does not complete	<ul style="list-style-type: none"><li>•If you are logging in from a browser, please make sure you are running with administrator privileges. (→P.9①)</li><li>•Please restart your device and try the steps again.</li><li>•Uninstall any installed software and try again. For uninstallation instructions, please refer to the [Manual for Troubleshooting] (P.5) published on the service site. After uninstalling, please follow the browser login procedure (→P.9 ①).</li></ul> <p>*IntraSSL service site : <a href="https://www.toyotasystems.com/service/network/intra-ssl/">https://www.toyotasystems.com/service/network/intra-ssl/</a></p>
Does not go to "Connected" state after update	<ul style="list-style-type: none"><li>•Please restart your device.</li><li>•Please change the connected network.</li></ul>
New connection software does not start after update	<ul style="list-style-type: none"><li>•You can launch it by clicking "Ivanti Secure Access" in the Windows menu.</li></ul>
The desired link is not displayed on the bookmark page	<ul style="list-style-type: none"><li>•Wait until the connection software status changes to "Connected" and then reload the page. (→P11②)</li></ul> 
Unable to connect to the desired app or page after connecting	<ul style="list-style-type: none"><li>•Please confirm that the status of the connection software is "Connected".</li><li>•If you are logging in from connection software, please make sure that the address or URL you entered is correct.</li></ul>

# 3. Troubleshooting

- Please check the troubleshooting below before contacting us.

Trouble details	What you should check
<p>When logging in to the browser, the "Searching for the application launcher..." screen appears, and after 60 seconds it moves to the screen to install the launcher.</p> <p>*Screen example</p> 	<ul style="list-style-type: none"><li>•If you have not installed the launcher software, please follow the instructions to install it.</li><li>•If you have already installed the launcher software, click the "Retry" link at the bottom of the screen to search for the launcher again.</li></ul>
<p>When logging in to the browser, a pop-up appears asking "Do you want to download, install, and run from the server?"</p> <p>*Screen example</p> 	<ul style="list-style-type: none"><li>•Click "Always" in the pop-up to allow installation. By clicking "Always", it will not be displayed the next time you log in.</li></ul>

# Contact information

- If the problem is not resolved even after performing the troubleshooting, please contact us from E-Mail below.

TS CUSTOMER CENTER

Mail: [ts\\_customer\\_center\\_en@mailty.custhelp.com](mailto:ts_customer_center_en@mailty.custhelp.com)

Support web-site

<https://ts-customer-center.custhelp.com/>