2021

IntraSSL Troubleshooting Guide
– VPN Not Connecting Problems for PC

December 8, 2021

TOYOTA SYSTEMS

Getting started

- First of all, please check all the contents of the following manual and follow the procedure.
  [*IntraSSL Manual; How to change the Connection Destination for PC_ver1.3*]

  If you still have trouble connecting to the IntraSSL, please check this troubleshooting.

  *If you have successfully connected to the IntraSSL, you do not need to read this manual.

- This manual is intended for those who use the following **Connection IDs** and **Login URLs** on **their computers.** Please proceed to the next page.
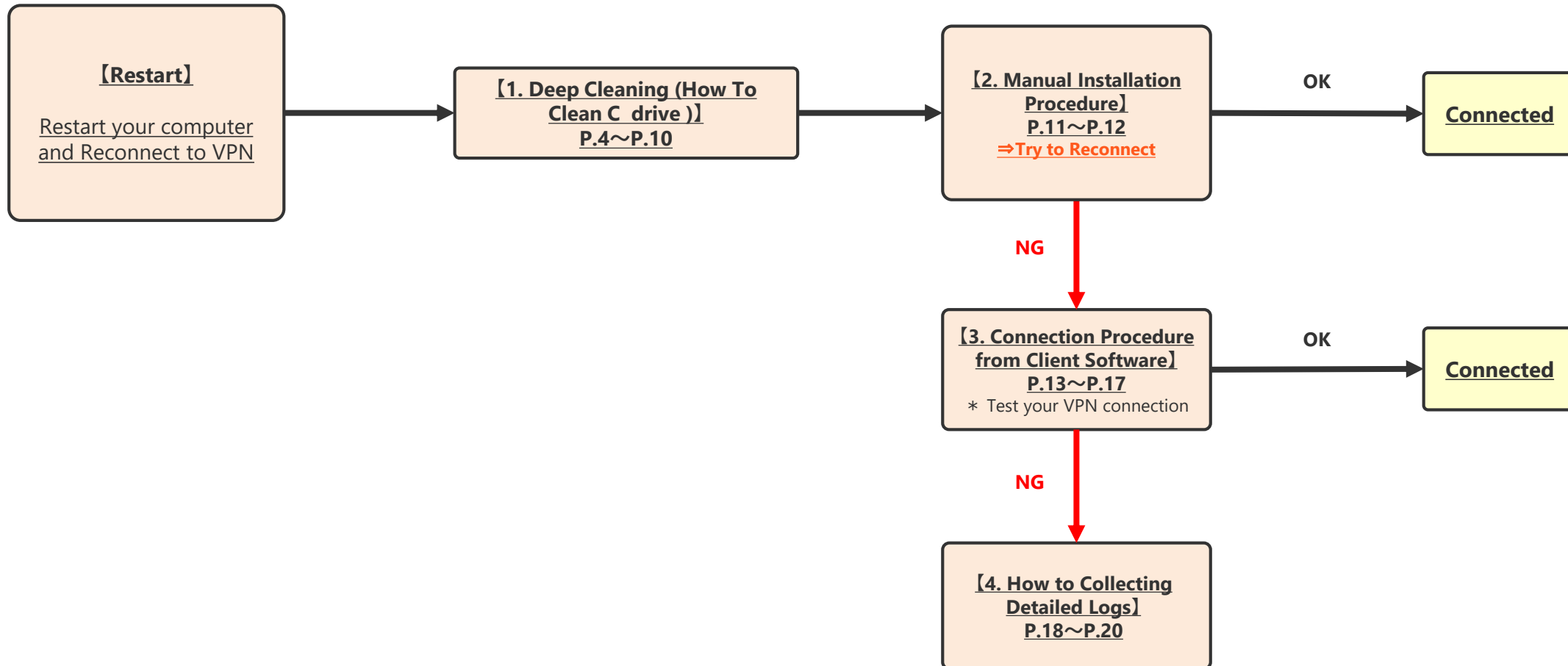
Service name	Connection ID	Login URL
IntraSSL (directed at overseas)	(ID：*****@global**)	https://g-ssl.d-cruise.jp https://g-ssl**2**.d-cruise.jp https://g-ssl**3**.d-cruise.jp
		【important】 **You will not be able to access this site on December 17, 2021 (Friday).** **Please follow the steps below to change the connection destination site.** If the above wording is displayed on the login screen, it is applicable.

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Troubleshooting Flowcharts

● Please follow the procedure below to solve the problem.
Let's look at the problem areas one by one.

【Restart】

Restart your computer
and Reconnect to VPN

→

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⇒Try to Reconnect

OK → Connected

NG
↓

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＊Test your VPN connection

OK → Connected

NG
↓

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1. Deep Cleaning (How To Clean C drive)

## 1-1.How to Uninstall Client Software in Windows

①Press **Windows** key and **R** key at the same time,
to open the **Run** dialog.
Please type **Control** in the box within a red frame , followed by the **OK**.
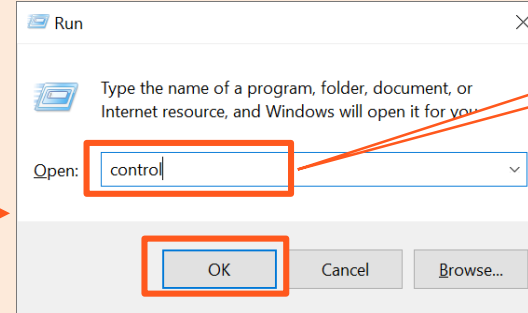
Enter the *control*

Run
Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.

Open: control

OK   Cancel   Browse...

②Open **control panel** from **Run,** click the icon below.
・**Category**：Please click the **Uninstall a program.**
・**Small Icons**： Please click the **Programs and Features.**

View by: Category

Programs
Uninstall a program

View by: Small icons

Programs and Features
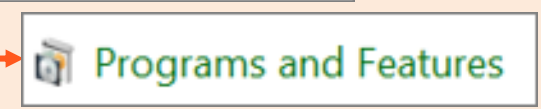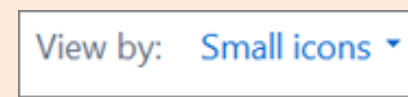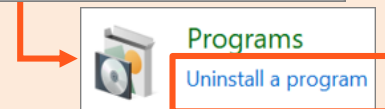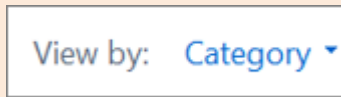
③Right-click on the following programs and find it you want to uninstall, click it to select it, and then click Uninstall.

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

An example will be shown below:
Program Subject to Uninstall

Pulse Secure 9.1
Pulse Secure Host Checker
Pulse Secure Setup Client
Pulse Secure Setup Client 64-bit Activex Control

Juniper Networks Network Connect 8.0
Juniper Networks Setup Client
Juniper Networks Setup Client 64-bit Activex Control
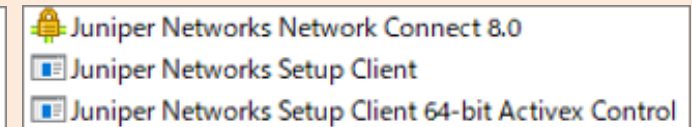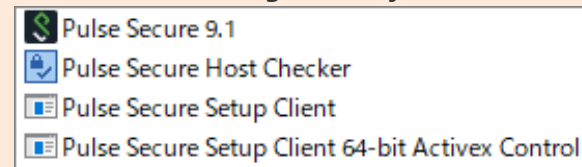
Go on to the next page

1-2.Delete the Related Folder ① *If the target folder does not exist, no action is required.

①Start Explorer with **Windows** Key and **E** key.

⊞ + E

②Click on the View tab, and then check the **Hidden items(Hidden Folders)** checkbox.
*Uncheck the **Hidden items(Hidden Folders)** checkbox when you have finished deleting the related folders.
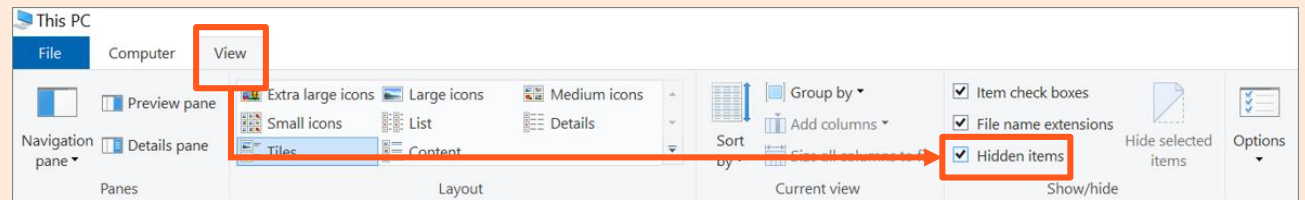
③Delete the folder named starting with **"Juniper-"** or **"Pulse-"** under Program Files(x86) on drive C.

C:¥Program Files (x86)

PC › Windows (C:) › Program Files (x86) ›

Juniper Networks
Pulse Secure

④Delete the folder named starting with "Jeniper-" or "Pulse" under Roaming on drive C.

C:¥Users¥<username>¥AppData¥Roaming¥

Users › HC19051700 › AppData › Roaming ›

Juniper Networks
Pulse Secure

Go on to the next page

1-2.Delete the Related Folder ② *If the target folder does not exist, no action is required.

⑤Delete the folder named starting with "Jeniper-" or "Pulse" under *Local* on drive C.

C:¥Users¥<username>¥AppData¥Local¥

« Users › HC19051700 › AppData › Local ›

Juniper Networks

Pulse Secure

⑥Delete the folder named starting with "Jeniper-" or "Pulse" under *Public* on drive C.

C:¥Users¥Public

« Users › HC19051700 › AppData › public

Juniper Networks

Pulse Secure

⑦ Delete the folder named starting with "Jeniper-" or "Pulse" under *Downloaded Program Files* on drive C.

C:¥Windows¥Downloaded Program Files

› PC › Windows (C:) › Windows › Downloaded Program Files

PulseSetupClientControl64 Class
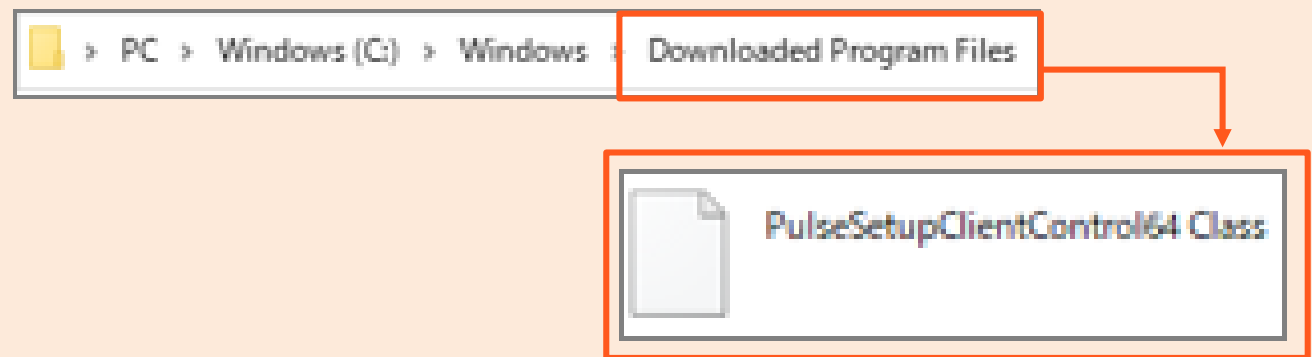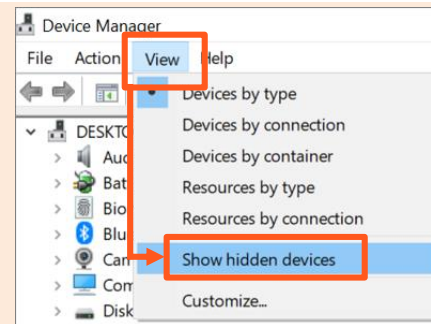
Go on to the next page

1-3.Remove the Virtual Adapter

①Hold down the **Windows** key on your keyboard and press the **X** key to open the advanced menu.

②Press **Device Manager**.

③Open the **View** tab and press **Show hidden devices**.
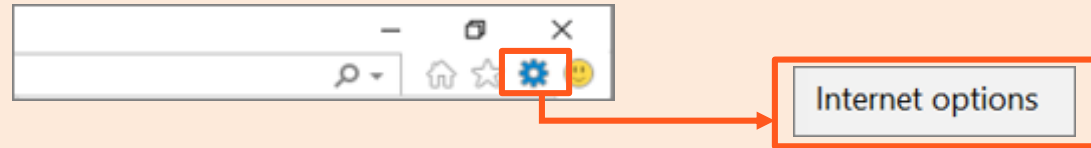

④Press **Network adapters**.
If you have an adapter with a name that starts with "Jeniper-" or "Pulse-", right-click on the adapter name and **uninstall the device.**
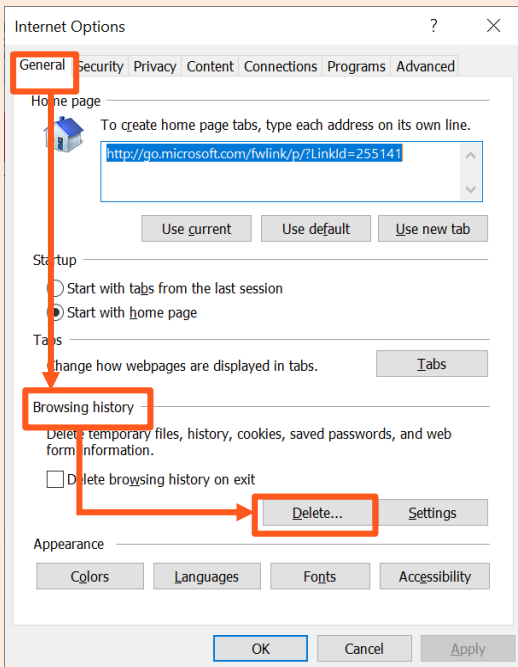
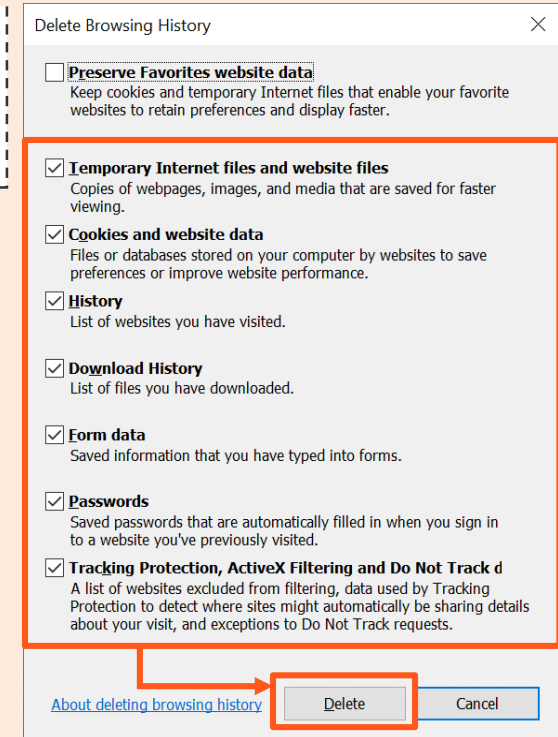Go on to the next page

1-4.Clear Browser Cache and Clear Cookies

①Open *Internet Explorer* and click the *gear mark* in the upper right to open *Internet options.*

Internet options

②Open the *General* tab and click *Remove* from Browsing History.

③Click all the checkboxes except "*Preserve Favorite Website Data*" and click *Delete*.
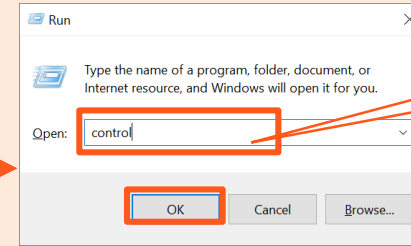

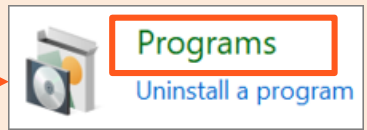Go on to the next page

1-5.Registering with Java exception sites ①

*If **Java** is not displayed in the control panel, the following actions are not required.

①Start Run with Windows key and R key, The Run window is immediately displayed in the lower-left corner of the screen. Enter *Control* in the search bar to launch the control panel.
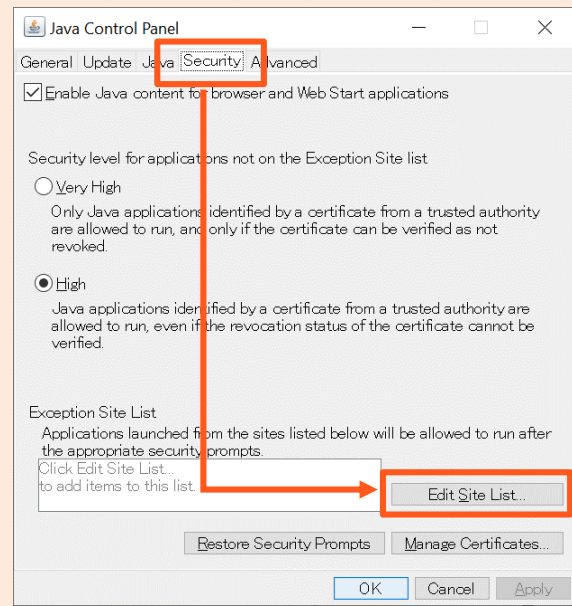
⊞ ✚ R

Enter Control in the search bar.

Run ✕

Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.

Open: | control |

OK　　Cancel　　Browse...

②Open **control panel** from **Run,** click the icon below.
・**Category**：Please click the **Programs - > Java.**
・**Small Icons** ： Please click the **Java.**

View by: Category ▾

View by: Small icons ▾

Programs
Uninstall a program

☕ Java (32-bit)

☕ Java (32-bit)

③Click **Edit Site List** from the **Security** tab of the **Java Control Panel**.

Java Control Panel ─ □ ✕

General Update Java Security Advanced

☑Enable Java content for browser and Web Start applications

Security level for applications not on the Exception Site list

○Very High
　Only Java applications identified by a certificate from a trusted authority are allowed to run, and only if the certificate can be verified as not revoked.

◉High
　Java applications identified by a certificate from a trusted authority are allowed to run, even if the revocation status of the certificate cannot be verified.

Exception Site List
　Applications launched from the sites listed below will be allowed to run after the appropriate security prompts.
Click Edit Site List...
to add items to this list.

Edit Site List...

Restore Security Prompts　　Manage Certificates...

OK　Cancel　Apply

Go on to the next page

1-5.Registering with Java exception sites②

④Click Add in the *Exception Site List* window, and enter the following *URL* for the added item, then click *OK*.

Service Name	New URL
IntraSSL	https://g-ssl5.d-cruise.jp
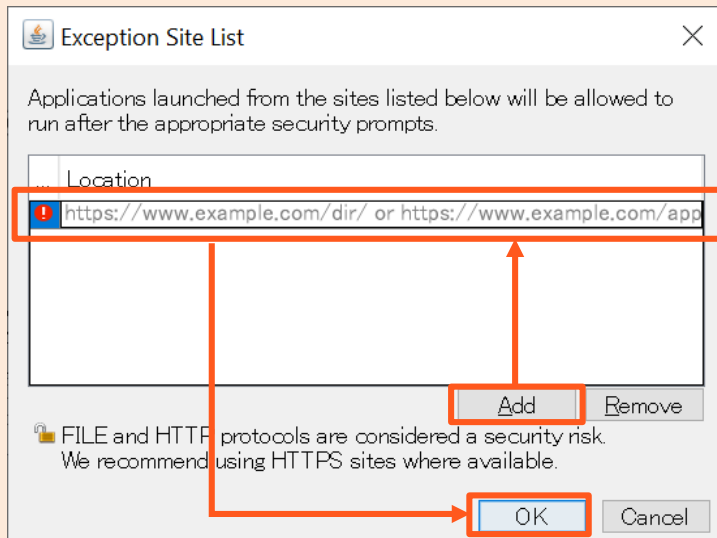
⑤If you see the URL you added to the *Exception Site List* in *Java Control Panel*, you are done.
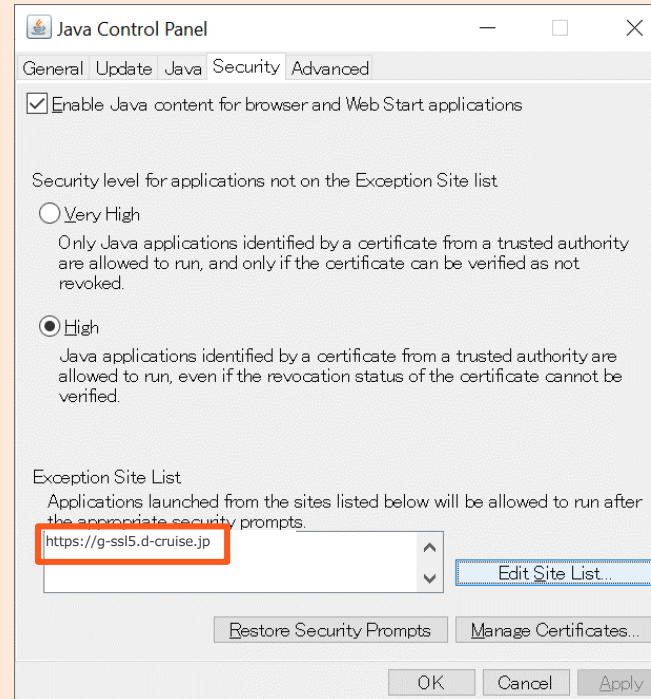
1-6.Restart a windows computer

①Finally, properly *Reboot/Restart* a Windows Computer.

Congratulations!
You now have completed the Deep Cleaning.

2-1.Download the installer

①Please access **the following URL** and check No.21 from the FAQ.
https://www.d-cruise.jp/service/network/intra/ssl/en/faq/faq_ssl_en.html#Download

21.

Q I failed to install software related to Juniper Network

A In order to install Juniper Networks, please make sure following conditions are met.

②Click the three in the figure on the right to download the installer.

HostChecker Ver9.1.11 Download Now

PulseSecureClient for 32bit OS Download Now

PulseSecureClient for 64bit OS Download Now

PulseSecureInstallerService Download Now

③Please make sure that the following three softwares have been download.
・PulseSecureInstallerService_v9.1.11.exe
・hc9.1.11.exe
・PulseSecure.x**.msi

【Supplement】**How to check the number of bits**
Press the **Windows key** and the **Pause/Break key** as shown below to display the system properties.
* If your keyboard doesn't have a Pause/Break Key：
Press the **Windows key** and **Fn key** and **P key** as shown below to display the system properties.

System > System type:

System	
Manufacturer:	Microsoft Corporation
Processor:	Intel(R) Core(TM) i5-7200U CPU @ 2.50GHz 2.71 GHz
Installed memory (RAM):	8.00 GB
System type:	64-bit Operating System, x64-based processor

Download the installer with the same number of bits as your OS.

【Note】**Check the file extension**
*If the extention of the Pulse Secure X file is "man", please take the following actions;
(e.g.) Pulse Secure Secure.x**. man
Right click and press **Rename File**, please change to the extension "msi" .

2-2.Implemantation of Client Software installation with administrator privileges

【**Note**】
・Install the client software; Right-click on the EXE file and click Run as administrator privileges.

・Stop the following software at the time of installation as much as possible;
　-Antivirus software such as "Virus Buster"
　-Asset management tools such as "SKYSEA Client View"

①Please run the installer in the following order;

１．PulseSecureInstallerService_v9.1.11.exe
２．hc9.1.11.exe
３．PulseSecure.x**.msi

That's all for the manual installation procedure!

3.Connection Procedure from Client Software

3-1.Start the Client Software

【Note】
If you connect using this procedure you **cannot** *use the bookmark site dedicated to the IntraSSL service. (Refer to the picture on the right)*
*Please use your browser bookmarks.*

TOYOTA SYSTEMS

Welcome to the TOYOTA SYSTEMS SSL VPN.

Web ブックマーク
- TS Service Site (Japanese)
- Password change manual
- ATI Test Site
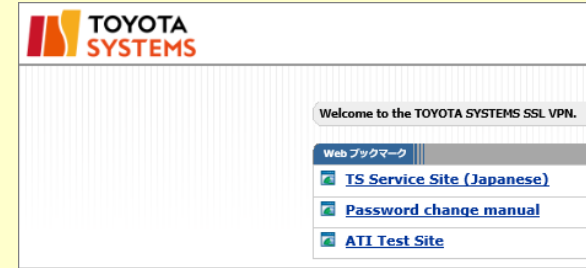
①Click the Pulse Secure icon from the taskbar.
In Menu Bar, the Pulse Secure VPN client icon should be available:
Click on the Pulse Secure Icon and press on "***Open Pulse Secure***".

Click the ***Pulse Secure*** icon.

Open Pulse Secure
SA (g-ssl5.d-cruise.jp) >
Exit
Windows (CRLF)   UTF-8
1:31 PM
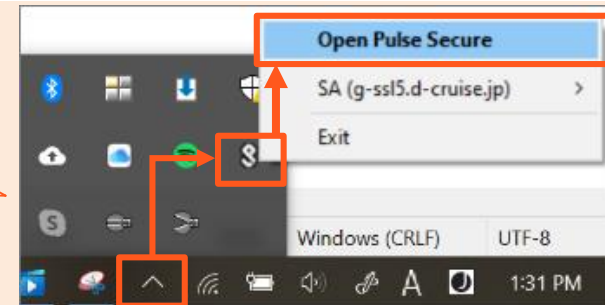
②Then the client software will start.
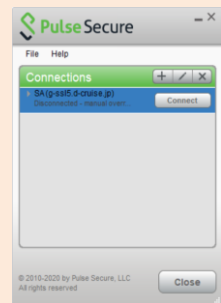
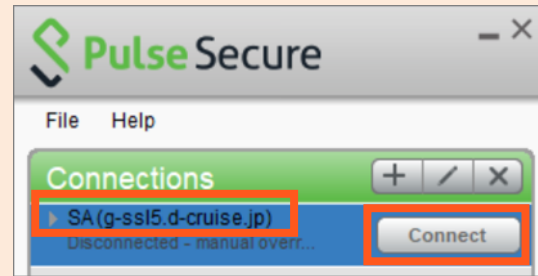Go on to the next page

【Supplement】
Pin apps to the taskbar
・Press and hold (or right-click) an app, and then select More > Pin to taskbar.
*If the app is already open on the desktop, press and hold (or right click) the app's taskbar button, and then select Pin to taskbar.

Select Pin to taskbar.

Pulse Secure
Pin to taskbar
Close window

Press and hold (or right-click) the Pulse Secure icon.

3-2.How to Connect to the IntraSSL /CSP-LA

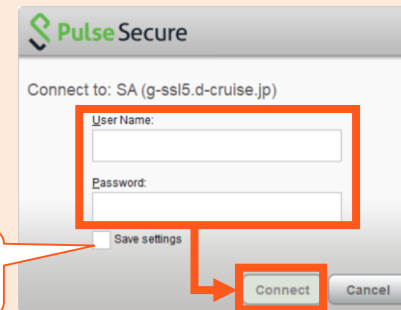①If the following connection destinations are displayed in the connection column, click **Connect**.
「SA(***)」

②Enter the user name and password for logging in to the IntraSSL/CSP-LA. (***@global)
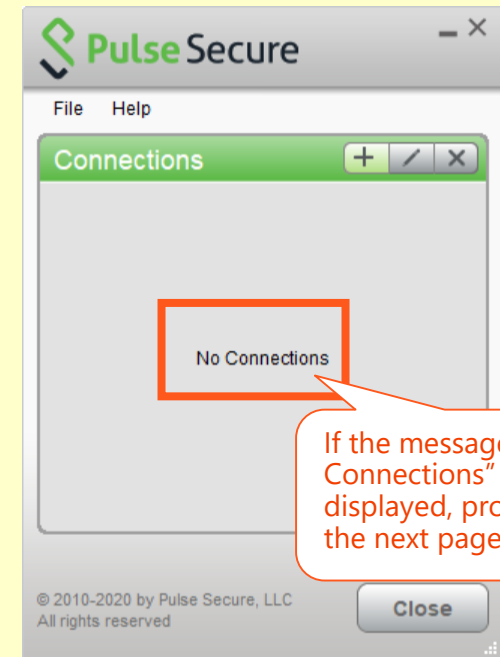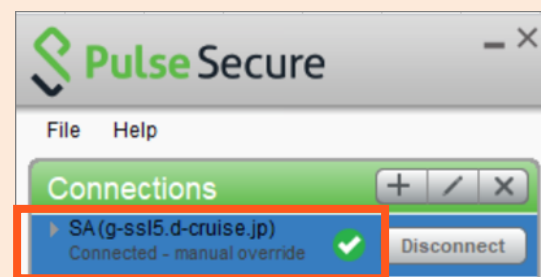Leave the Save Settings checkbox unchecked and press the **Connect** button.

No need to check mark tick the box.

③The connection is complete when the message "**Connected**" is displayed.
Please use the app from your browser bookmarks.

*Click the **disconnect** button when disconnecting the IntraSSL/CSP-LA.

That's all for the connection for Client Software procedure!

【Note】
If "No Connections" is displayed in the connection display field, perform steps 3-3 on page 15.

If the message "No Connections" is displayed, proceed to the next page.

Please see page 15

3-3.How to Set the Connection Destination①

①If "No Connections" is displayed in the connection display field, click the "+" mark in the upper right corner.

Connections + ✎ ✕

No Connections

②Then, a window will appear stating **Add Connection**.
Enter the following and click **Connect**.

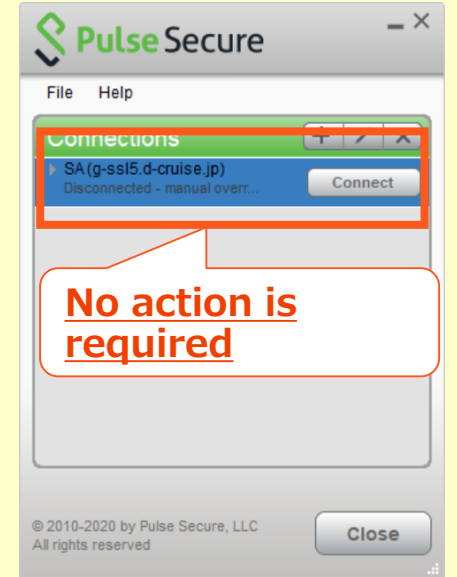・Name : *test*
・Server URL : *See Table 1.

Add Connection ✕

Type:
Policy Secure (UAC) or Connect Secure (VPN)

Name:
Enter "test" → **test**

Server URL:
See Table1 → （例） **g-ssl5.d-cruise.jp**

Connect　Add　Cancel

Enter Name and Server URL, then click Connect!

Table1 : the Connection Destination

Service	Server URL
IntraSSL	**g-ssl5.d-cruise.jp**

【Note】**About the procedure on this page**
No action is required if the connection destination is displayed.

Pulse Secure ‒ ✕

File　Help

Connections + ✎ ✕

No Connections

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All rights reserved

Close

Try the left steps

Pulse Secure ‒ ✕

File　Help

Connections + ✎ ✕
SA (g-ssl5.d-cruise.jp)
Disconnected - manual overr...　Connect

No action is required

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All rights reserved

Close

3-3.How to set the Connection Destination②

③Enter your *username*（****@global*） and *password* to log in to IntraSSL service and click **Connect**.
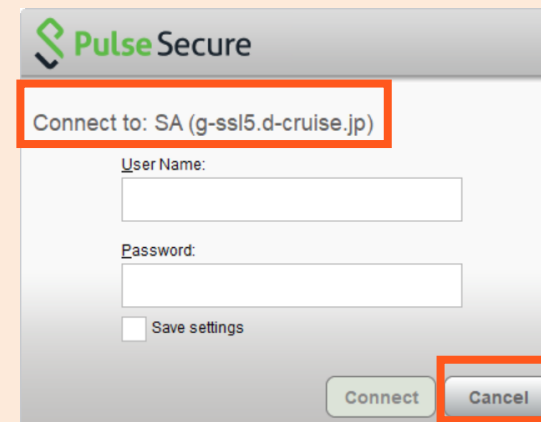
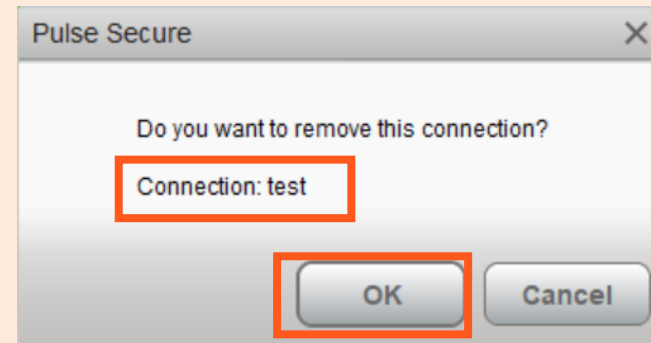④The message **"Connect to : SA(***)"** will appear at the top of the **User Name**, so press **Cancel**.

Go on to the next page

3-3. How to set the Connection Destination③

⑤Select **"test"** as the connection destination, and press the **cross mark** "×" on the upper right.

⑥You will be asked *"Do you want to remove this connection?".* Make sure the **"Connection: test"** is selected and press **OK**.

That's all set-up the connection destination!
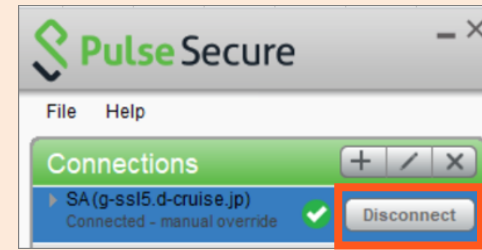**Try reconnecting to IntraSSL service!**

4-1. Presets①

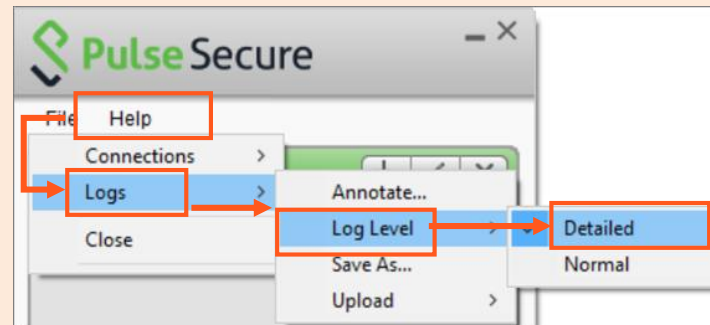①From the *taskbar*, and open the *Pulse Secure Desktop Client.*

Click Pulse Secure icon
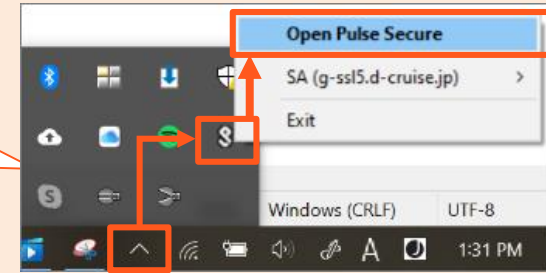
②Then the client software will start.
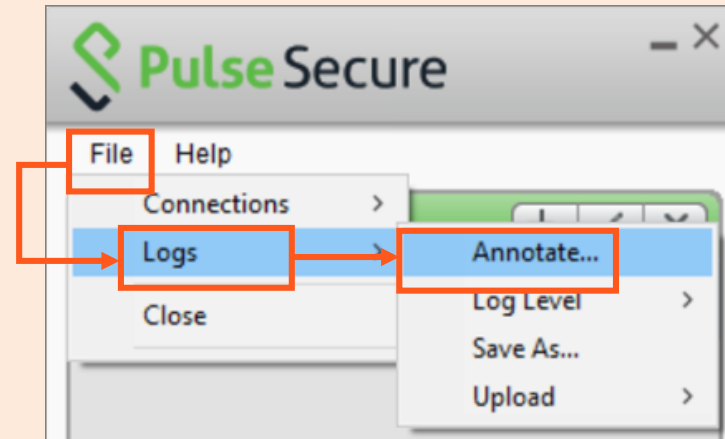If you are connected, click **Disconnect**.
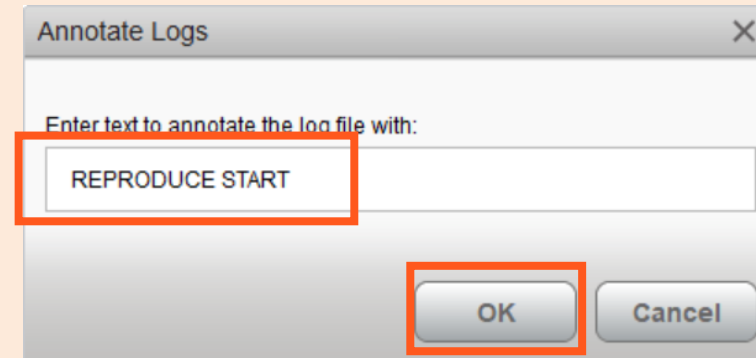
③Select **File "Help" > Logs > Log Level > Detailed**

4-1. Presets①

④ Select **File > Logs > Annotate**

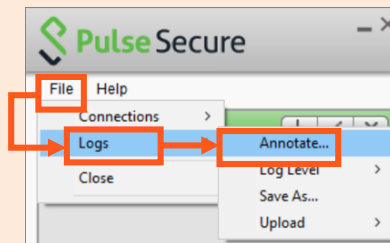⑤Enter "*REPRODUCE START*" in the blank and press **OK.**
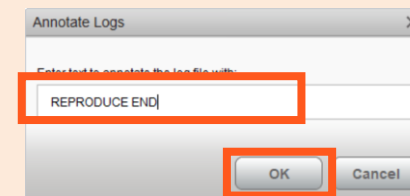

Go on to the next page

4-2. Save Log Data

⑥*Please log in from your web browser, and* **replicate the issue**.
*Take a **screenshot** *of the error screen!*
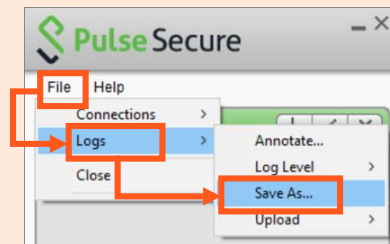
⑦ Select **File > Logs > Annotate**

⑧Enter "*REPRODUCE END* " in the blank and press **OK.**

⑨Select **File > Logs > Save As**
*Please save these log files in an optional folder.

*Please compress the log files get and send them to our customer center.
(Please refer to page 21.)
*Change the log file extension from "Zip" to "Zi_"

Contact Information

● Should you have any questions, please do not hesitate to contact us.

TOYOTA SYSTEMS Customer Center
E-mail：https://ts-customer-center.custhelp.com/

*Would you please provide us with the following information when making inquiries?

Please attach **the error log** and **screen capture of the error** to the inquiry email.

Subject :

Company：

Name:

IntraSSL ID：

Did you handle all of this manual?： Yes or No