### Troubleshooting login issues after a recent dbRAS upgrade

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#### 01. Windows Users:

NOTE: Internet Explorer 11, Microsoft Edge and Google Chrome are the only supported browser for use with dbRASweb.



#### Microsoft Edge

- 1. Close all open windows and programs
- 2. Open Microsoft Edge



## Click on three dots (...) in the top right corner Click on Settings > Site Permissions > Pop-ups and redirects

$ ightarrow$ $\bigcirc$ Edge   edge://setting	is/content	📩 🏂 🛱 Not syr	ncing 😰 …
		New tab	Ctrl+T
Settings	Site permissions	New window	Ctrl+N
Search settings      Profiles	Cookies and site data Allowed	Zoom - 1	Ctrl+Shift+N
<ul> <li>Privacy, search, and services</li> <li>Appearance</li> </ul>	Location     Ask first	S History	>
() On start-up	Camera Ask first	⊥ Downloads     □	Ctrl+J
New tab page     Site permissions	Microphone Ask first	Collections	
<ul> <li>Default browser</li> <li>Downloads</li> </ul>	(*) Motion or light sensors Allow sites to use motion and light sensors	Print	Ctrl+P
	Q Notifications Ask first	Share	Ctrl+F
日 Printers 日 System	JavaScript Allowed	A <sup>(i)</sup> Read aloud More tools	Ctrl+Shift+U
Reset settings     Phone and other devices	Adobe Flash Always block Flash (recommended)	Settings	
<ul> <li>About Microsoft Edge</li> </ul>	Show all	Close Microsoft Edge	/
	☐ Pop-ups and redirects		>

#### 5. **Disable** Pop-up blocker

Settings	← Site permissions / Pop-ups and redirects	
✓ Search settings	Block (recommended)	
A Profiles	Block	Add
Privacy, search, and services	No sites added	
③ Appearance		
🖒 On start-up	Allow	Add
🔤 New tab page	No sites added	
Site permissions		
Default browser		

## 6. Click on the **Site permissions** again and then click on **Automatic Downloads**:



#### 7. Enable Automatic downloads



- 8. Close Microsoft Edge browser
- 9. Restart your PC to apply changes
- 10. Try logging into dbRASweb again

11. Please download "Pulse Secure Application Launcher" (if prompted with the below screen)

It appears that the application launcher is not installed. Download now to proceed.



Or, if you still believe that the application launcher is already installed, you can  $\underline{\text{Try}}\,\underline{\text{Again}}$  to find it.

12. After Pulse Secure Application Launcher installation please click HERE

	Duke Secure Application Launcher	Do you want to r	un this file?
Click	Puise secure Application Launcher	<u></u>	Pulse Secure. LLC Windows Installer Parkage
	Pulse Secure Application Launcher has been	installed	C:\Users\admin\Downloads\PulseSecureAppLau
	successfully.		Run Cancel
PulseSecureAppLaumsi		1	e opening this file
		ОК	rom the Internet can be useful, this type can sam your computer. Only run softwar from publishers
		you trust	What's the risk?
	_	-	
		- (	Click "Run"
	0.07 - 20		Cher Kan

#### **13.Please accept all the prompts for Host Checker and other downloads**

Do you want to allow Pulse Secure to contact the server and/or download, install, execute software from the server?				
Server Name : de-dev.dbrasweb.db.com				
Product Name :	Host Checker			
Always	Yes No			

Pulse Secure Application Launcher - Warning

# Deutsche Bank dbRASweb Deutsche Bank Group Logoff Vou are here: Security Scan If this is the first tin answer Yes or Alv For more informati Pulse Secure Application Launcher You must Please wait... Please wait. This Please wait. This Most Checker....

#### 14. Click on Open

A https://de-dev.dbrasweb.db.com/dana-na/auth/url\_default/welcome.cgi?p=preauth&signinRealmI... 🏂 🗲 🖻 🕞

Deutsche Bank dbRASweb	This site is trying to open Pulse Secure Apation Launcher. https://de-dev.dbrasweb.db.com wants to open this application.	
dbRASweb Deutsche Bank Group	Open Cancel	
You are here: Security Scan		

#### $\Delta$ Starting Host Checker $\Delta$

If this is the first time, you will be asked permission to install the **Host Checker** software. You must answer **Yes** or **Always** to these prompts, otherwise you may not be able to login.

For more information on and assistance with Host Checker, click here.

#### Loading Components...

Please wait. This may take several minutes.

Host Checker..

#### 15. Login with your DB windows credentials

		1
User name:		
Password:		
Domain:	DBG	~
	Use another logon option	
	Reset Password	



#### Google Chrome

- Close all open windows and programs
   Open Google Chrome

3. Click on three dots (...) in the top right corner, and Click Settings



4. Search Site Settings, and click on Site Settings

Q site settings	8
Privacy and security	
Sync and Google services More settings that relate to privacy, security, and data collection	Þ
Allow Chrome sign-in By turning this off, you can sign in to Google sites like Gmail without signing in to Chrome	-
Send a "Do Not Track" request with your browsing traffic	
Allow sites to check if you have payment methods saved	-
Preload pages for faster browsing and searching Uses cookies to remember your preferences, even if you don't visit those pages	
Manage certificates Manage HTTPS/SSL certificates and settings	
Manage security keys Reset security keys and create PINs	Þ
Site Settings Control what information websites can use and what content they can show you	Þ
site settings_data Clear history, cookies, cache, and more	Þ

#### 5. Click on **Pop-ups and redirects** and enable **Allowed**

Content

Cont	ent		
٩	Cookies and site data Third-party cookies are blocked in Incognito mode	Þ	
<>	JavaScript Allowed	×	
*	Flash Block sites from running Flash	×	
	Images Show all	Þ	
	Pop-ups and redirects Blocked	×	
Addi	tional content settings	~	

#### Q site settings

← Pop-ups and redirects	Q Search
Allowed	
Block	Add
No sites added	

8

- Restart your PC to apply changes.
   Login into dbRASWeb

8. If you get the below prompt, please click on "**Look for an app** \*" and then close that page and wait for the next "Pulse Secure Application Launcher" (PSAL) download screen or just wait for the PSAL prompt as in the screenshot below.

Deutsche Bank dbRASweb



#### If prompted, please download the **PSAL**

It appears that the application launcher is not installed. Download now to proceed.



9. After Pulse Secure Application Launcher installation please click HERE

		Open File - Security	Warning	
		Do you want to	un this file?	
Click	Pulse Secure Application Launcher  Pulse Secure Application Launcher has been successfully.	installed	admin/Downloads/PulseSecureAppLauncher.msi Pulse Secure.LLC Windows Installer Package C'l/Users/admin/Downloads/PulseSecureAppLau Pun Cancel	
PulseSecureAppLaumsi		OK you trust.	s opening this file rom the Internet can be useful, this som your computer. Only run softwar from publishers <u>What is the ruk?</u>	
			Click "Run"	

#### 10. Please accept all the prompts for Host Checker and other downloads

Pulse Secure Application Launcher - Warning

Do you want to allow Pulse Secure to contact the server and/or download, install, execute software from the server?			
Server Name :	de-dev.dbrasweb.db.com		
Product Name :	Host Checker		
Always	Yes No		

#### 11. After successful download, landing page appears:





#### 1. Close all open windows and programs.

2. Open Internet Explorer



3. Select **Tools** > **Internet options**.



4. Select the **Advanced** tab.



5. In the Reset Internet Explorer Settings dialog box, select **Reset**.



6. Check "Delete personal settings" and click "Reset"



- 7. When Internet Explorer finishes applying default settings, select **Close**, and then select **OK**.
- 8. Select Tools > Internet options:



9. Select **Privacy** tab and uncheck 'Turn on Pop-up Blocker'

Internet Options	? ×
General Security Privacy Content Connections Pro	grams Advanced
Settings	
Sites	Advanced
Location	
Never allow websites to request your physical location	Clear Sites
Pop-up Blocker	
Turn on Pop-up Blocker	Settings
InPrivate	
Disable toolbars and extensions when InPrivate Brows	ing starts
Some <u>settings</u> are managed by your system administration	strator.
OK Cancel	Apply

- 10. Select > **Apply** and > **OK**11. Restart your PC to apply changes.
  12. Try logging in to dbRASweb again

## 13. When Host Checker begins running, ensure you click "**Allow**" to run the "PulseSetupClientATL Active X Control Module"

Δ Starting Host Checker Δ

If this is the first time, you will be asked permission to install the Host Checker software. You must answer Yes or Always to these prompts, otherwise you may not be able to login. For more information on and assistance with Host Checker, click here.

Loading Components... Please wait. This may take several minutes.

3/ Host Checker

This webpage wants to run the following add-on: 'PulseSetupClientATL ActiveX Control Module' from 'Pulse Secure, LLC'.	What's the risk?

Allow 🔻 🗙

14. Click **Run** when prompted to run or save "PSSetupClientInstaller.ext"





15. Wait for setup to complete and click "Close"

	4		
Shaw dataila	a ta da construir de Santa des		
Show details			

16. Return to your open dbRASweb session and click "here" to continue

dbRASweb	
In order to continue the operation you need to install a setup client downloaded setup client.	, Please click <u>here</u> to install setup package. You must enable either ActiveX or Java to run the
once the setup client is instaned, please click liere to continue.	
Please click $\underline{here}$ to login to the realms without Host Checker.	
If you do not want to proceed, please click <u>here</u> to go back.	

17. You will be automatically returned to the dbRASweb login page. Login again and click "Accept" or "Yes" or "Always" to any prompts

#### 02. Apple macOS Users:

#### Safari

If you receive the following error message, please follow the steps below.

$\bigcirc$	Pulse Application Launcher	
	Pulse Secure Application Launcher failed Java applets.	to launch
		ОК

1. Try logging in to dbRASweb again

2. Click "Download" to install the updated Pulse Application Launcher



3. Open the "PulseSecureAppLauncher" package that was downloaded and launch the "PulseSecureAppLauncher"

	PulseSecureAppLauncher.9.1.8.3143
PulseSecureAppLauncher.m pkg	

4. You may receive a prompt indicating that the "PulseSecureAppLauncher" cannot be opened.



5. Navigate to Apple > System Preferences



6. Open "Security & Privacy"



7. On the "General" tab, click "Open Anyway" next to the message indicating "PulseSecureAppLauncher" was blocked.



- 8. Complete the setup for the "PulseSecureAppLauncher"
- 9. When setup is complete, quit the Safari browser
- 10. Re-open Safari and try logging in to dbRASweb.db.com again

#### 03. Vendor users

Any user logging in from a vendor location or vendor laptop facing a host checker issue must install the updated Pulse Installer Service on their machine.

- UK: <u>https://uk-wdc5.dbrasweb.db.com/dana-</u> <u>cached/sc/PulseSecureInstallerService.msi</u>
- Germany: <u>https://de-esb4.dbrasweb.db.com/dana-</u> cached/sc/PulseSecureInstallerService.msi
- Singapore: <u>https://sg-kch4.dbrasweb.db.com/dana-</u> cached/sc/PulseSecureInstallerService.msi
- Americas: <u>https://us-ctl5.dbrasweb.db.com/dana-</u> <u>cached/sc/PulseSecureInstallerService.msi</u>

#### 04. Support and further information

If you are still experiencing an issue, please try to login to another dbRASweb location as a workaround, and contact dbSupportPlus for further assistance.

## Introduction:

The document is intended to fix the global dbRASweb issue affecting windows personal machines starting April 11, 2021.

\*Note: If this is a new device that has not previously connected to dbRASweb the following steps will not be need and standard connection process can be followed.

## Deep clean the PC – English

#### ADMINISTRATOR PRIVILEGES ARE REQUIRED TO COMPLETE THESE STEPS

#### Ensure your PC system time has been corrected to the current time:

Settings > Time & Language > Date & Time Settings > Set time automatically > ON (based on windows 10) then
restart your PC.

#### Host Checker - Deep Clean Instructions

Perform the steps below:

- 1. Delete Pulse Secure:
  - a) Search "Add" via Start menu, click Add and Remove programs.
  - b) Locate and uninstall ALL Pulse Secure application components. Do <u>not</u> uninstall the <u>PulseSecure Installer</u> <u>service</u> if this is listed.
    - i) Start > Control Panel > Programs > Programs & Features > Confirm there Are no Pulse Secure programs



2. Search %AppData% via Start menu > open the folder and delete all Juniper Networks / Pulse Secure folders in



- 3. Internet Explorer Users Only: Reset your Internet Explorer settings (If you are using a different Internet Browser, you can skip to Step 4. Not applicable for Google Chrome or Microsoft Edge. IF you only have IE, please note that Chrome and Edge are now the recommended browsers for dbRASweb.)
  - a. Close all open windows and programs.b. Type the word **cmd** on the start menu
    - i. Right click the word Command Prompt that appears
      - ii. Click Run as Administrator

≡	All Apps Do	cuments Settings Photos N
ŵ	Best match	
	Command P Desktop app	romat ⊡∂ Run as administrator
	Settings	∟g Run as a different user
	💷 Replace Comm	a 🗋 Open file location
	Windows Powe	r –⇔ Pin to Start
		-⇔ Pin to taskbar
\$	( cmd	

c. Type the command del "c:\Windows\Downloaded Program Files"\Pulse\*.\*



- 4. Navigate to <u>https://dbrasweb.db.com/</u> again and sign in as normal
- 5. The Components for Pulse Secure will need to be reinstalled when prompted.

\*Note: If you see an additional popup when signing on, please click More Info as shown below and click Run Anyway:



If you are still experiencing authentication issues after performing the above steps, please refer to our detailed <u>troubleshooting guide</u>.