

VPN Service Access Manual

Rev. 1. 4. 1



【System Requirements】

VPN service supports the following terminal environments.

○OS

Windows Vista SP2

Windows 7 SP1

Windows 8 / Windows 8.1

Windows 10

Apple Mac OS X 10.7.x / Apple Mac OS X 10.8.x

Apple Mac OS X 10.9.x / Apple Mac OS X 10.10.x

Apple Mac OS X 10.11.x

Linux ※with enabled Kernel support for PPP interfaces and libc version 2 or later,

Android 4.0 / 5.0 ※They are only available on the BIG-IP Edge Client

iOS 6.0 / 7.0 / 8.0 /9.0 ※They are only available on the BIG-IP Edge Client

○Browsers

Windows OS

- Microsoft Internet Explorer 7.0 / 8.0 / 9.0 / 10.0 / 11.0
- Mozilla FireFox 34

Mac OS

- Apple Safari 6.0 / 7.0 / 8.0 /9.0
- Mozilla FireFox 34

This is a user manual for accessing VPN under the following terminal environments.

- | | | |
|------------------------------------------------------------------------|-----------|-----------------------------|
| • <u>Windows 7 SP1 with IE 9.0</u> | • • • • • | <u>P 2</u> |
| • <u>Windows 7 SP1 with BIG-IP Edge Client</u> | • • • • • | <u>P 13</u> |
| • <u>Windows 8.1 with IE 11.0</u> | • • • • • | <u>P 23</u> |
| • <u>Windows 8.1 with BIG-IP Edge Client</u> | • • • • • | <u>P 34</u> |
| • <u>Windows 10 with IE 11.0</u> | • • • • • | <u>P 44</u> |
| • <u>Windows 10 with BIG-IP Edge Client</u> | • • • • • | <u>P 55</u> |
| • <u>Mac OSX 10.11 with Safari 9.0</u> | • • • • • | <u>P 66</u> |
| • <u>Mac OSX 10.11 with BIG-IP Edge Client</u> | • • • • • | <u>P 76</u> |
| • <u>Utilize the multiple certification by Mac OSX</u> | • • • • • | <u>P 88</u> |

※ This manual must be run by users with **administrative authority**.

※ WindowsOS recommends the **EdgeClient**. MacOS recommends the **Browser Connection**.



【Windows 7 (Internet Explorer 9)】

*Make sure to import the client certificate before making access.

◆Network Access Manual◆

1. Prior setting

Open Internet Options.

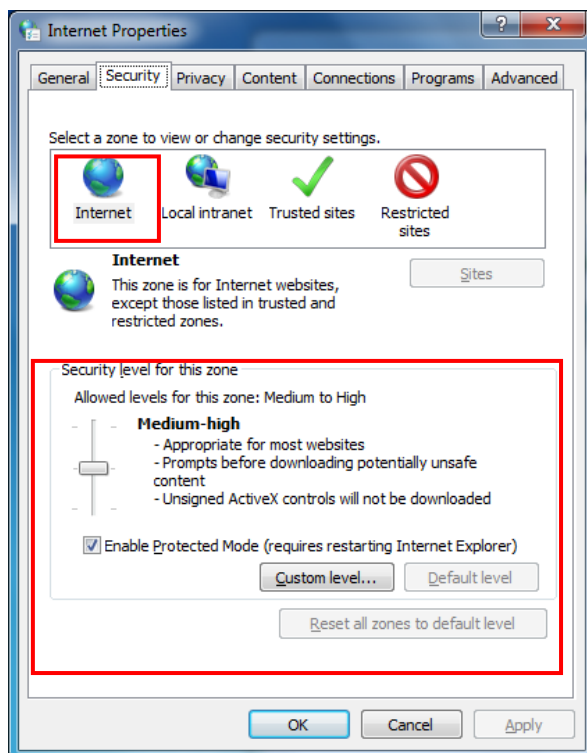
Go to [Start]->[Control Panel]->[Network and Internet Connections]->[Internet Options].

1.1. Security level

Select the **Security** tab and adjust the security level to **medium-high** or **lower**.

The VPN service cannot be used at high.

※There are exceptions if you are customizing the level of security.

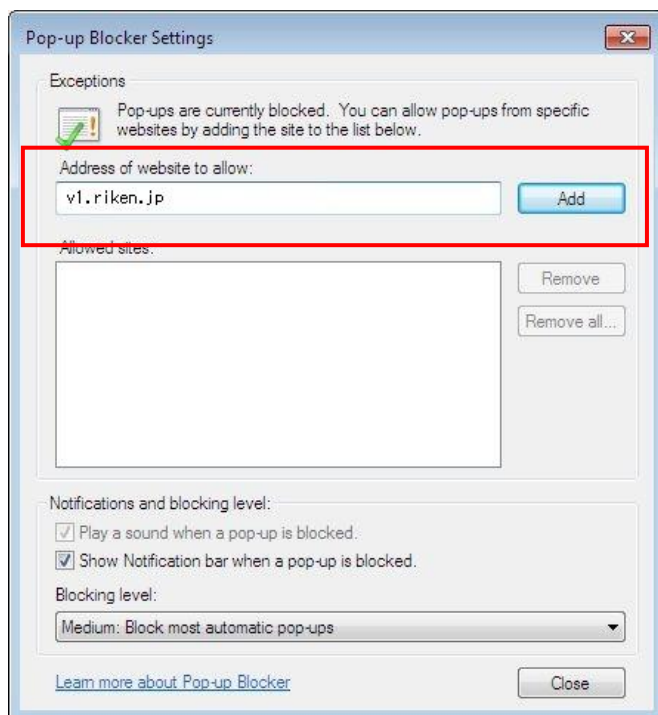
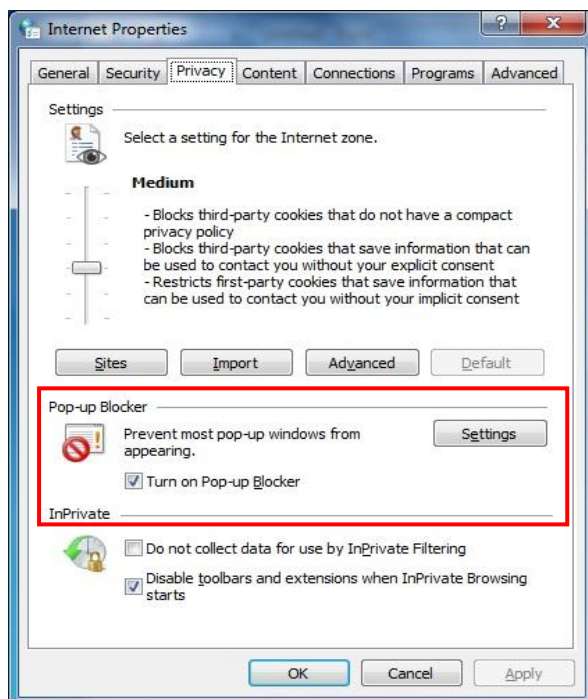


1. 2. Pop-up Block

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

Otherwise click on **Settings** and add the following address.

<https://v1.riken.jp/>



※If there are add-ons in Internet Explorer that control pop-ups, make sure to disable it and permit VPN.

2. Access to the VPN Service.

You may be prompted to confirm access depending on your UAC (User Account Control) settings. Click **Continue**.

Access the following URL with Internet Explorer.

<https://v1.riken.jp>

2.1. Client certificate confirmation

When the following prompt is displayed, confirm the certificate you have pre-installed and click **OK**.

If the following prompt is displayed twice, click **OK** both times.



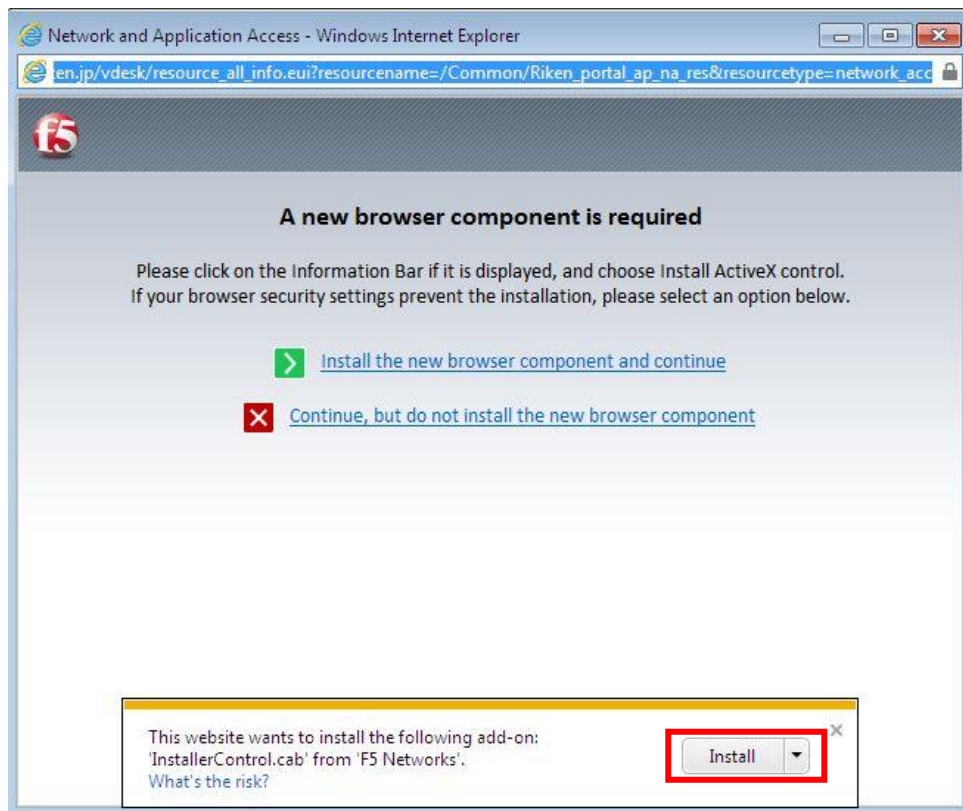
2.2. Connect the Network Access

Click **Riken_(connection destination)** in the home screen

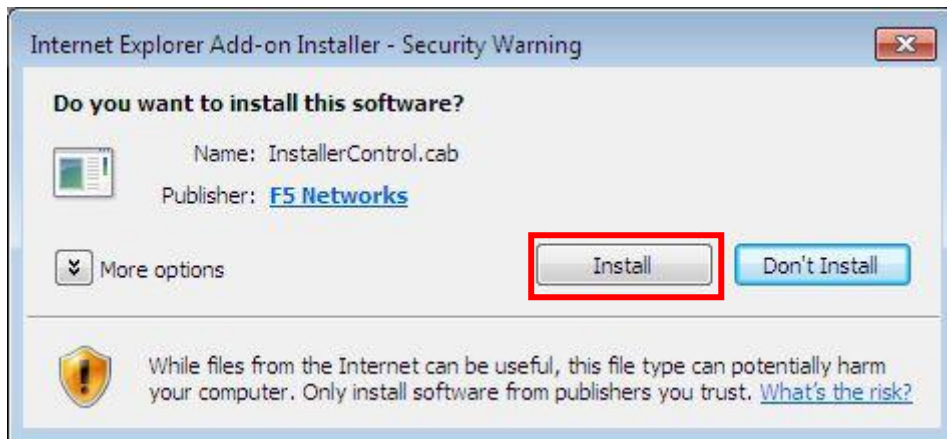


2.3. Client Component Installation (*On first connection only)

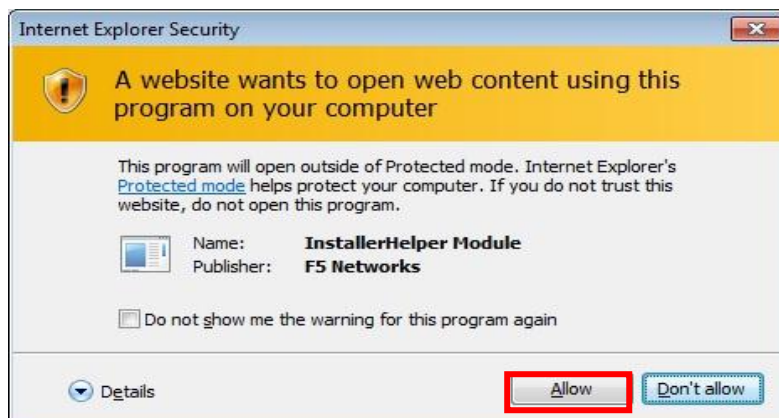
An installation window will open with a pop-up that reads This website wants to install the following add-on...Click on the information bar and click on **Install**



A security warning will appear. Click **Install**.



A security warning will appear. Click **Allow**.

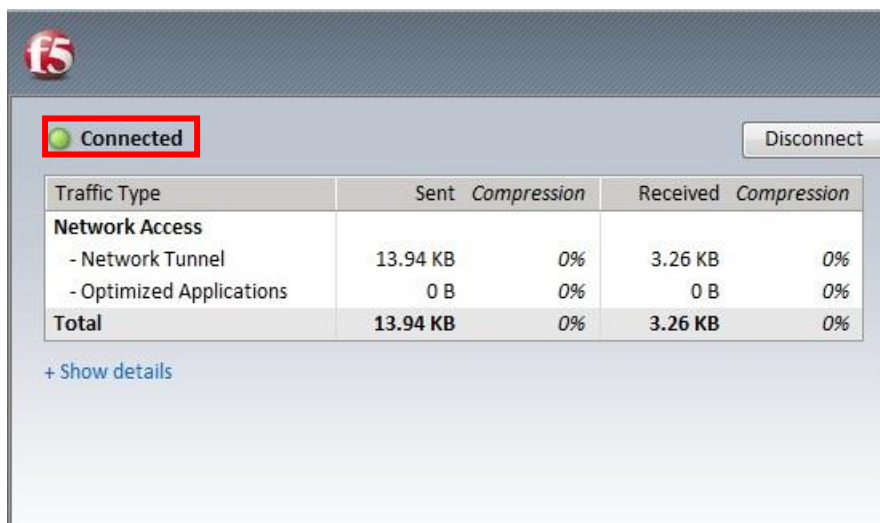


2.4. Connection

A security warning will appear. Click **Allow**.



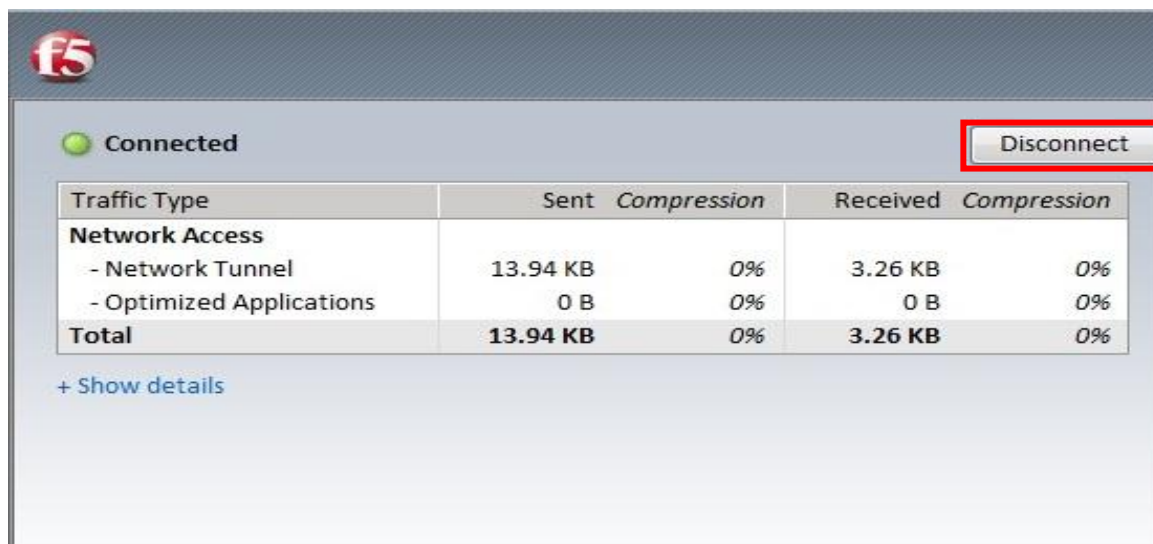
Once the connection has been made, the following window will appear with the message **Connected**.



3. Disconnecting VPN Service

3.1. Disconnecting Network Access

Click **Disconnect**.



3.2. Logout

Click **Logout** in the upper right hand corner of the home screen.



◆Removing Client Components◆

4. Removing Client Components

4.1. Download the application to remove the components

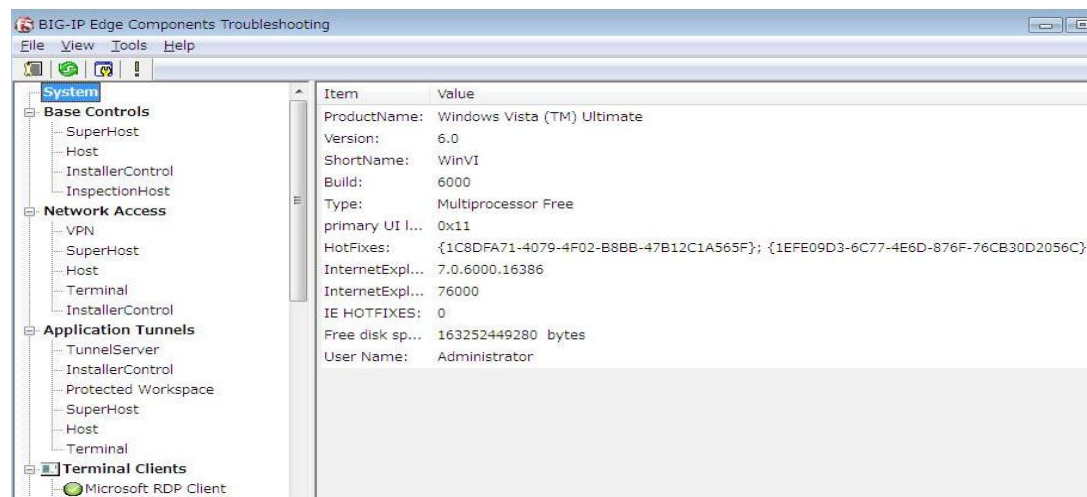
Download (f5wininfo.exe) from the following URL:

https://teldevice.my.salesforce.com/sfc/p/10000000a2Q8/a/10000000D6z1/_v.W7jIP_J9XH9ruIDqHhGk09B0DFXC1D1HgTvJUS14

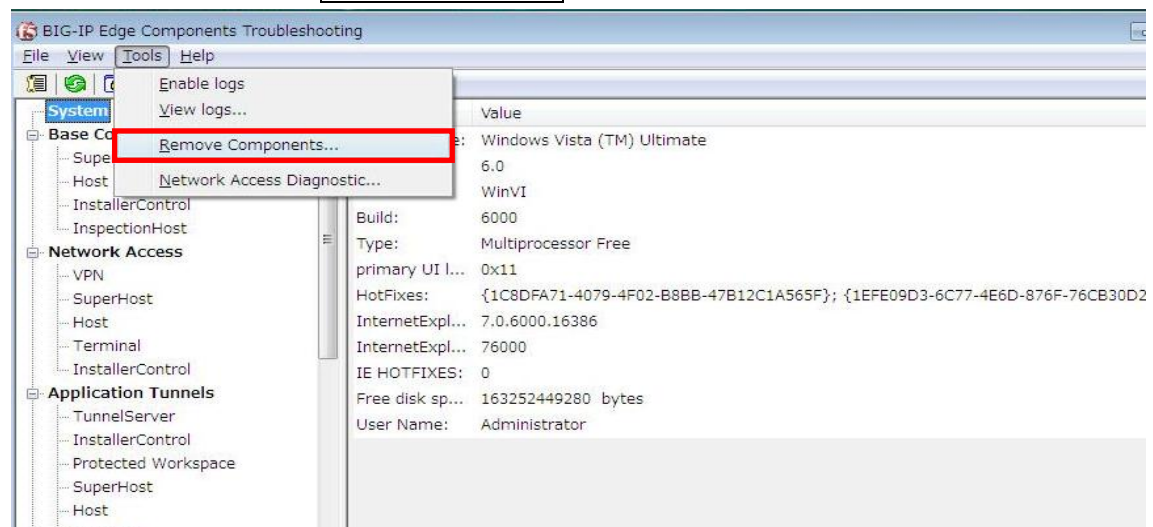
4.2. Deleting the client component

Right-click on the file you downloaded in 4.1 and click **Run as administrator**.

The BIG-IP Edge Components Troubleshooting will open.



Go to **Tools** and click **Remove Components** in the menu bar.

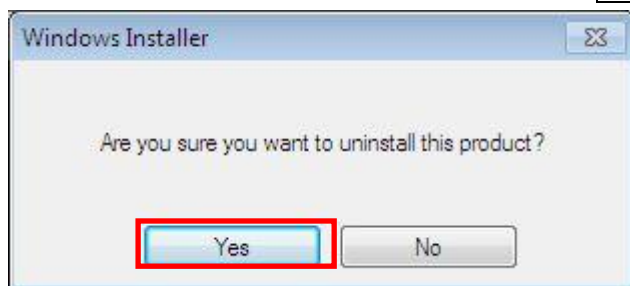


Uncheck **Generate report before removing** and click **Yes**.

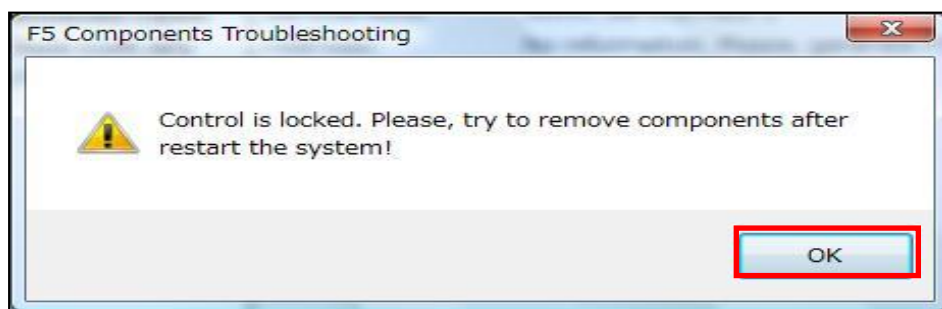
This will remove the components.



The following warning may be shown. Click **Yes**.



If the following warning is displayed, click **OK** and Restart the system.
Then, do again from 「4.2.」.



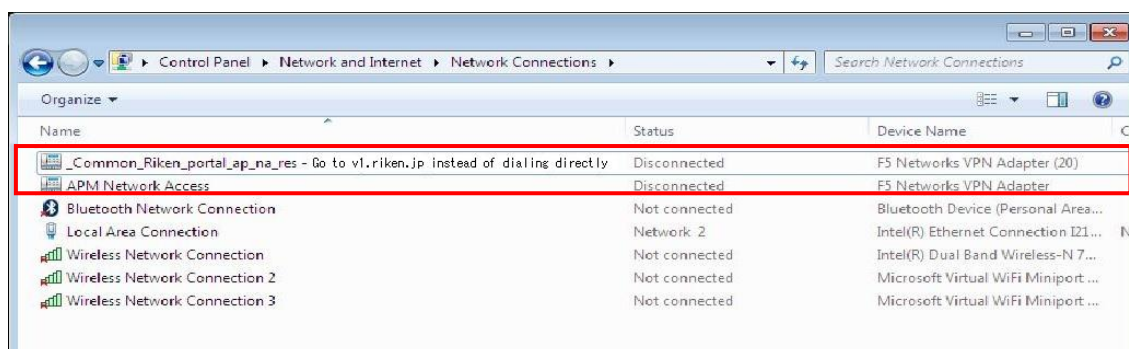
After uninstalling, close the BIG-IP Edge Components Troubleshooting.

4.3. Deleting dial-up connections

Open **Network Connections**.

Go to [Start] -> [Control Panel] -> [Network and Internet] -> [Network and Sharing Center] and click **Change adapter settings**.

Select (connection destination)_Common_riken_portal_ap_na_res - Go to v1(or v2).riken.jp instead of dialing directly and delete it.



4.4. Deleting network adaptor driver

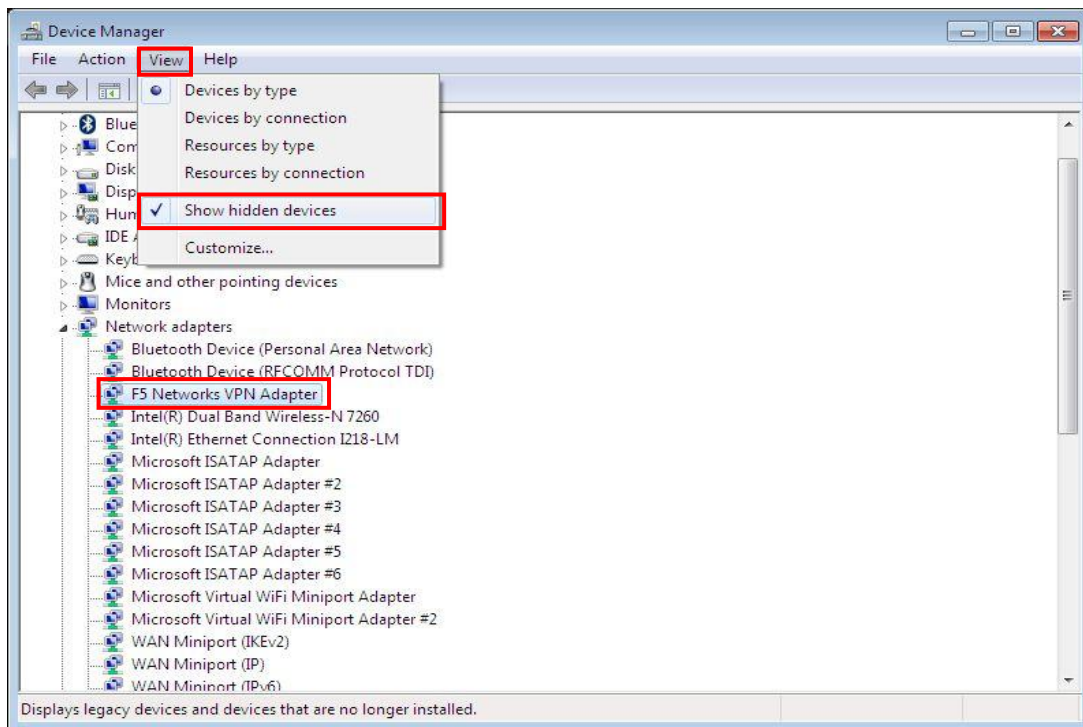
Open **Device Manager**.

Go to [Start] -> [Control Panel] -> [Hardware and Sound] and click **Device Manager**.

Click on **View** and select **Show hidden devices** in the menu bar.

Delete **F5 Networks VPN Adapter** shown under **Network adapters**.

※The driver may not exist. In that case, you may skip this procedure.



4.5. Restart the system

Delete the file (**f5wininfo.exe**) and restart the system.



【Windows 7 (BIG-IP Edge Client)】

*Make sure to import the client certificate before making access.

◆Network Access Manual◆

1. Download BIG-IP Edge Client Installer

Download (BIGIPEdgeClient.exe) from the following URL:

https://teldevice.my.salesforce.com/sfc/p/10000000a2Q8/a/10000000D9kS/RgEgwAym80Yu_b_zRP3iyupK4MjFK.ZtwQ76IB0IOFZA

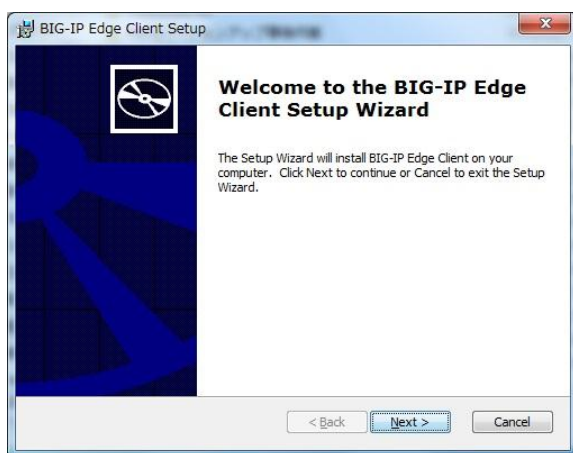
2. Install BIG-IP Edge Client

You may be prompted to confirm access depending on your UAC (User Account Control) settings. Click **Continue**.

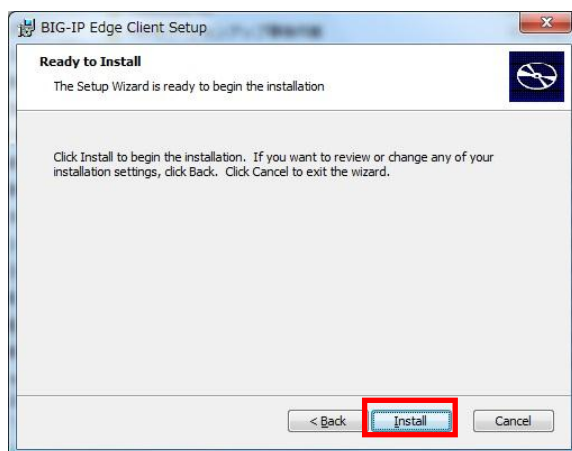
2.1. Right-click on the **BIG-IPEdgeClient.exe** and click **Run as administrator**.



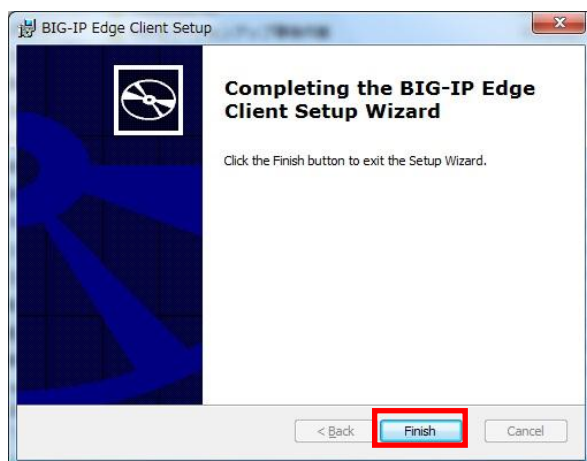
The setup wizard will appear, click **Next**.



Start the installation by clicking **Install**.



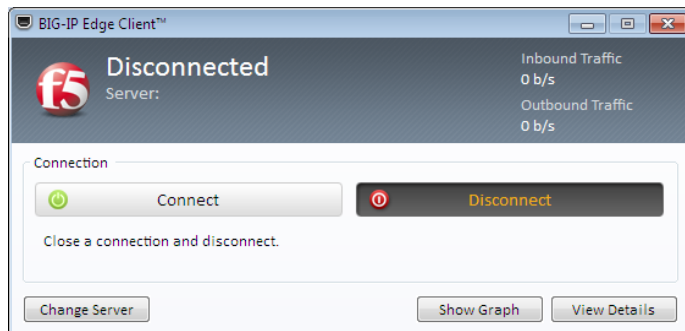
Click **Finish**.



3. Access to VPN Services

3.1. Start the BIG-IP Edge Client

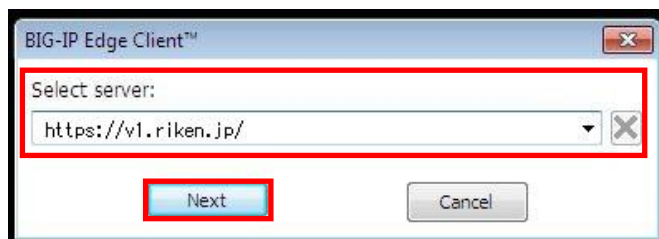
Start the BIG-IP Edge Client by clicking [Start] -> [BIG-IP Edge Client]



3.2. Designation of the connection destination server (* On first connection only)

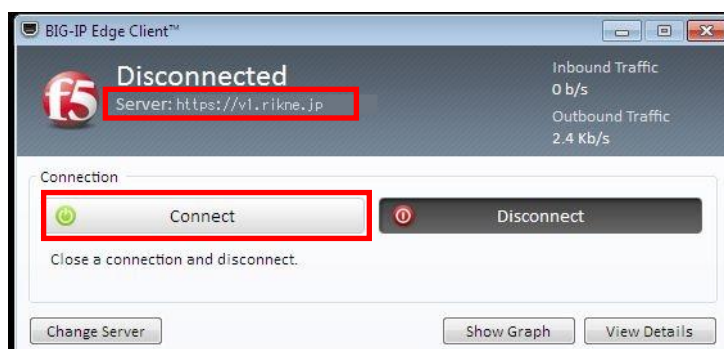
Start up the BIG-IP Edge Client, the following popup will appear.

Enter <https://v1.riken.jp/> in the blank and click **Next**.



3.3. Connect to VPN (When you use BIG-IP Edge Client before)

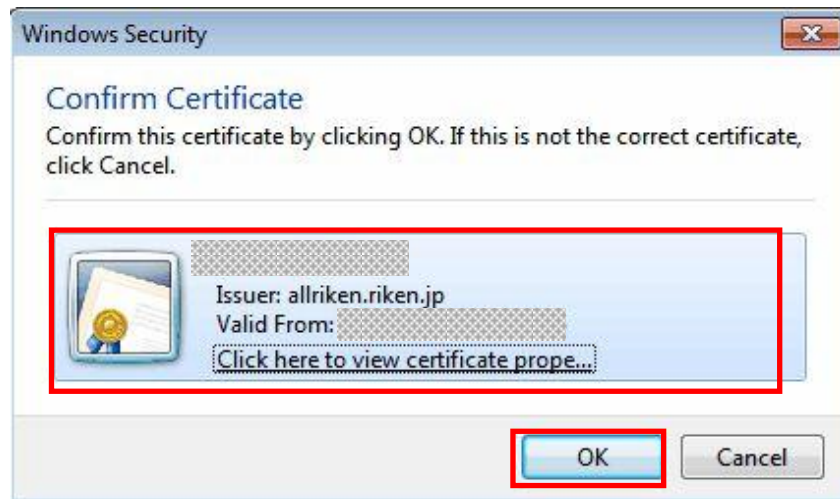
Make sure that the server address is https://v1.riken.jp, click **Connect**.



3.4. Select the Certificate

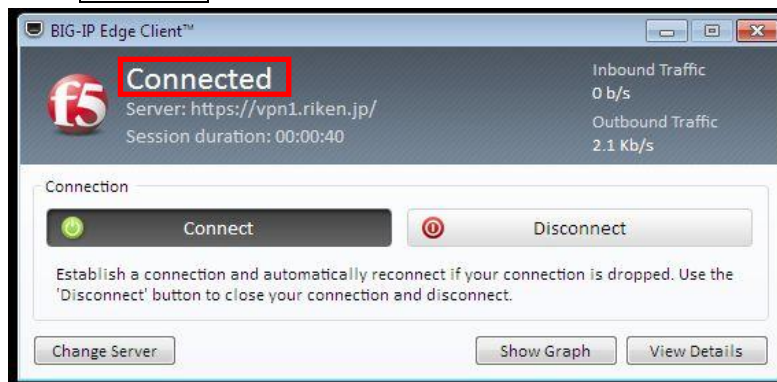
When the following prompt is displayed, confirm the certificate you have pre-installed and click **OK**.

If the following prompt is displayed twice, click **OK** both times.



3.5. Confirm VPN Connection

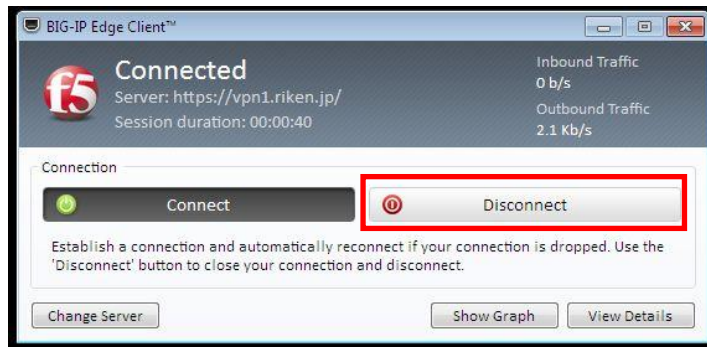
When **Connected** is displayed, you connected VPN Services.



4. Disconnect VPN Services

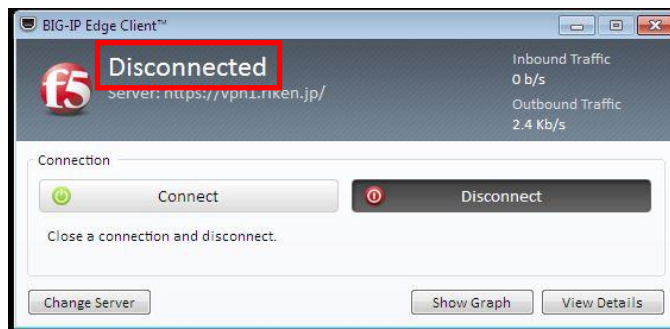
4.1. Disconnect VPN Services

Click **Disconnect**.



4.2. Confirm Disconnection

Check **Disconnected** is displayed.



◆Removing Client Components◆

5. Removing Client Components

5.1. Download the application to remove the components

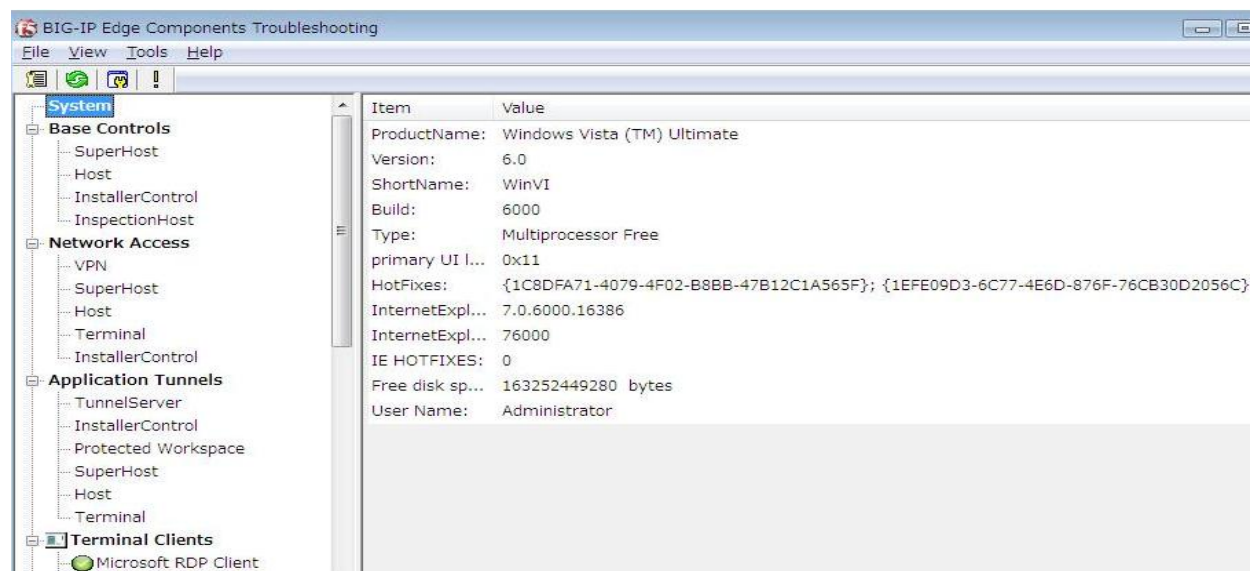
Download (f5wininfo.exe) from the following URL:

https://teldevice.my.salesforce.com/sfc/p/10000000a2Q8/a/10000000D6z1/_v.W7jIP_J9XH9ruIDqHhGk09B0DFXC1DlHgTvJUS14

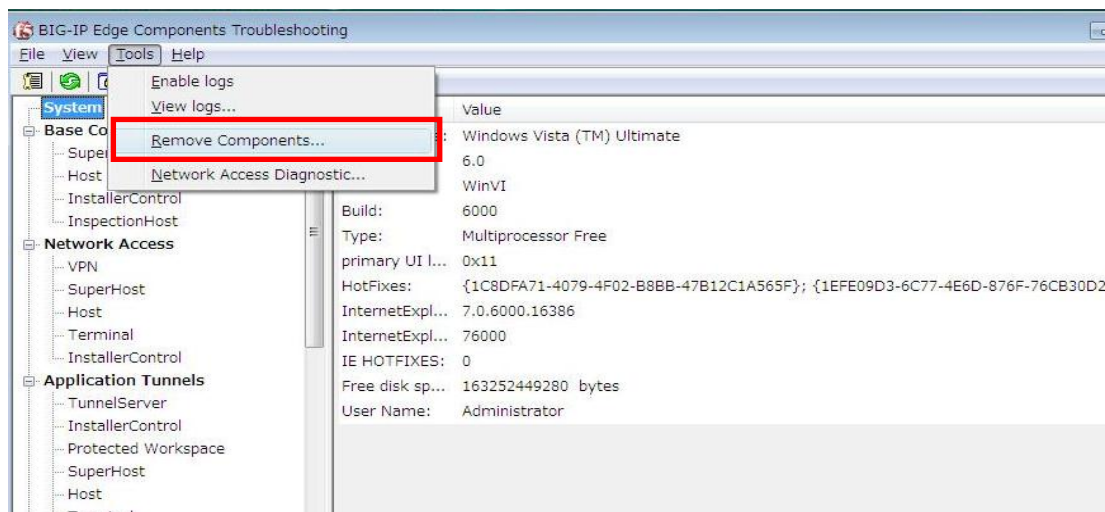
5.2. Deleting the client component

Right-click on the file you downloaded in 5.1 and click **Run as administrator**.

The BIG-IP Edge Components Troubleshooting will open.

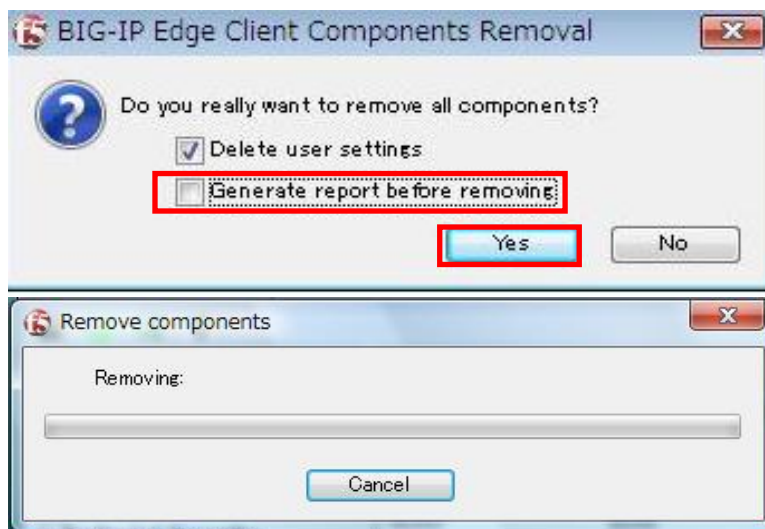


Go to **Tools** and click **Remove Components** in the menu bar.

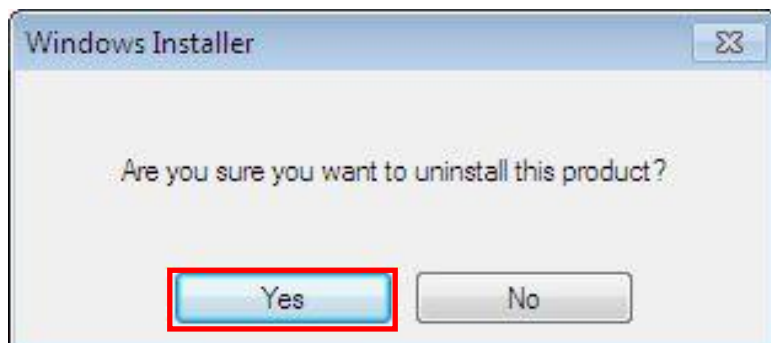


Uncheck **Generate report before removing** and click **Yes**.

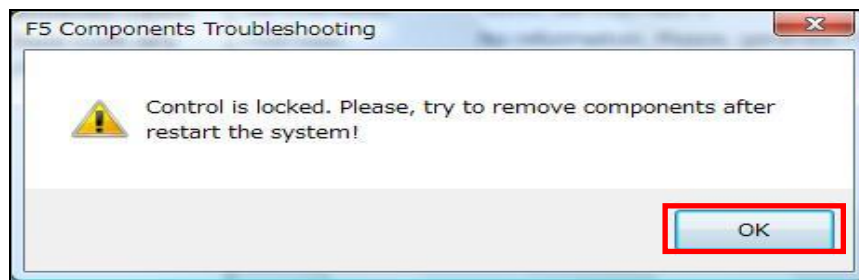
This will remove the components.



The following warning may be shown. Click **Yes**.



If the following warning is displayed, click **OK** and Restart the system.
Then, do again from 「5.2.」



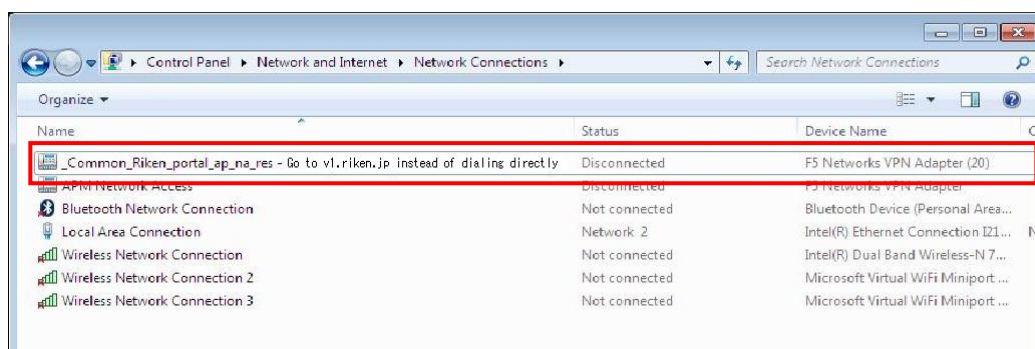
After uninstalling, close the BIG-IP Edge Components Troubleshooting.

5.3. Deleting dial-up connections

Open **Network Connections**.

Go to [Start] -> [Control Panel] -> [Network and Internet] -> [Network and Sharing Center] and click **Change adapter settings**.

Select (connection destination) **_Common_riken_portal_ap_na_res** - Go to v1(or v2).riken.jp instead of dialing directly and delete it.



5.4. Deleting network adaptor driver

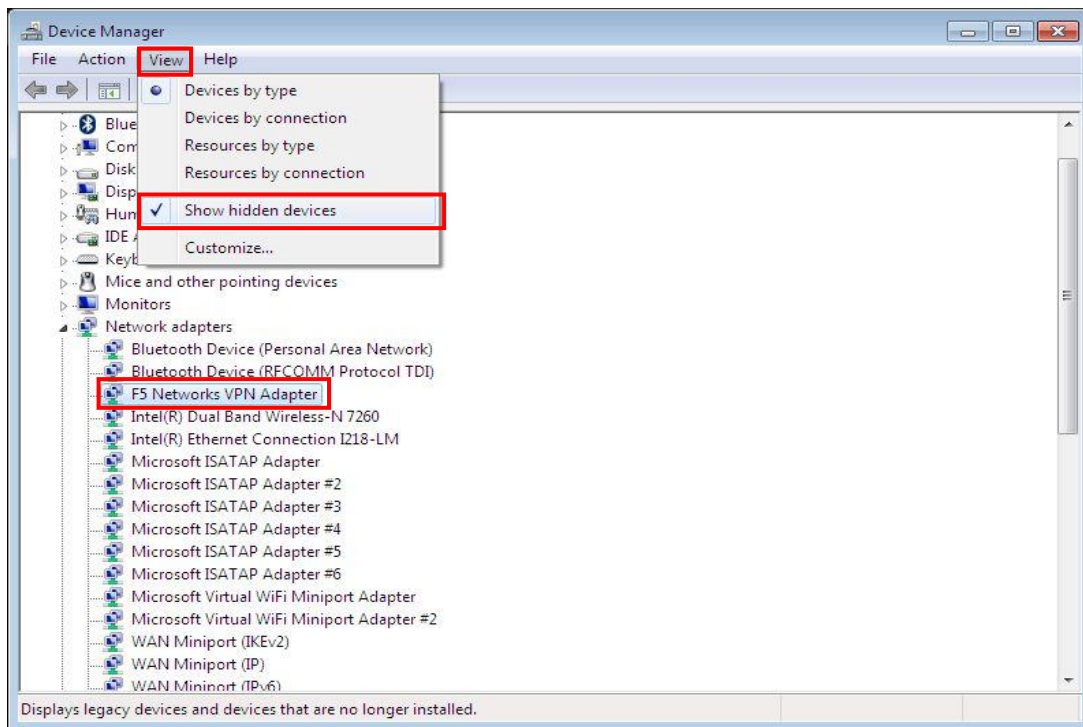
Open **Device Manager**.

Go to [Start] -> [Control Panel] -> [Hardware and Sound] and click **Device Manager**.

Click on **View** and select **Show hidden devices** in the menu bar.

Delete **F5 Networks VPN Adapter** shown under **Network adapters**.

※The driver may not exist. In that case, you may skip this procedure.



5.5. Restart the system

Delete the file (**f5wininfo.exe**) and restart the system.



【Windows 8.1 (Internet Explorer 11)】

*Make sure to import the client certificate before accessing VPN.

◆Network Access Manual◆

1. Prior setting

Open Internet Options.

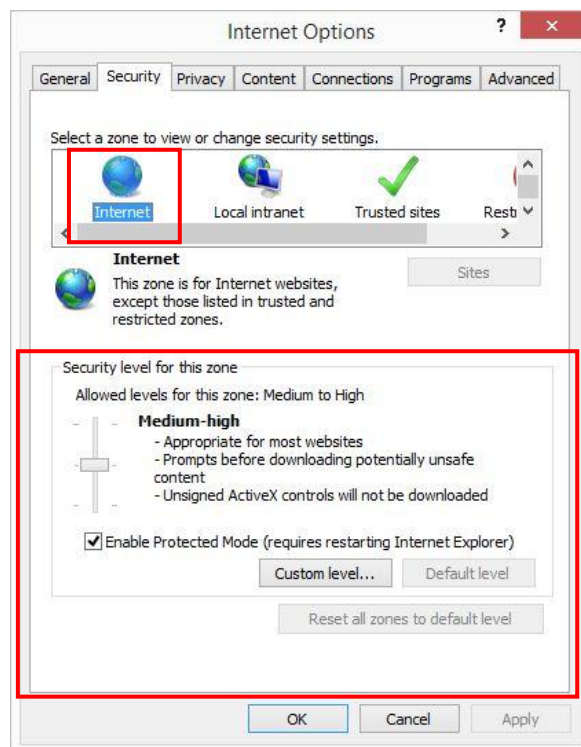
Go to [Windowskey+x] -> [Control Panel] -> [Network and Internet]
and click Internet Options.

1.1. Security level

Select the **Security** tab and adjust the level to **medium-high** or **lower**.

The VPN service cannot be used at **high**.

※There are exceptions if you are customizing the level of security.

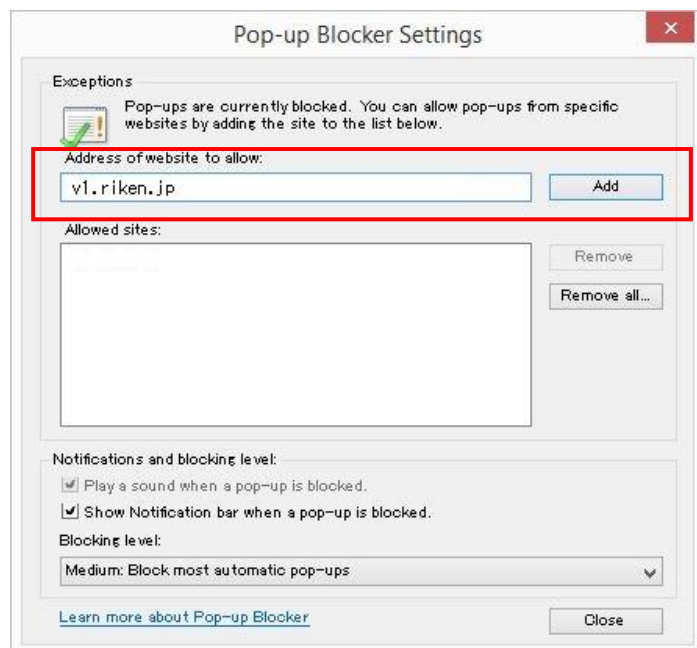
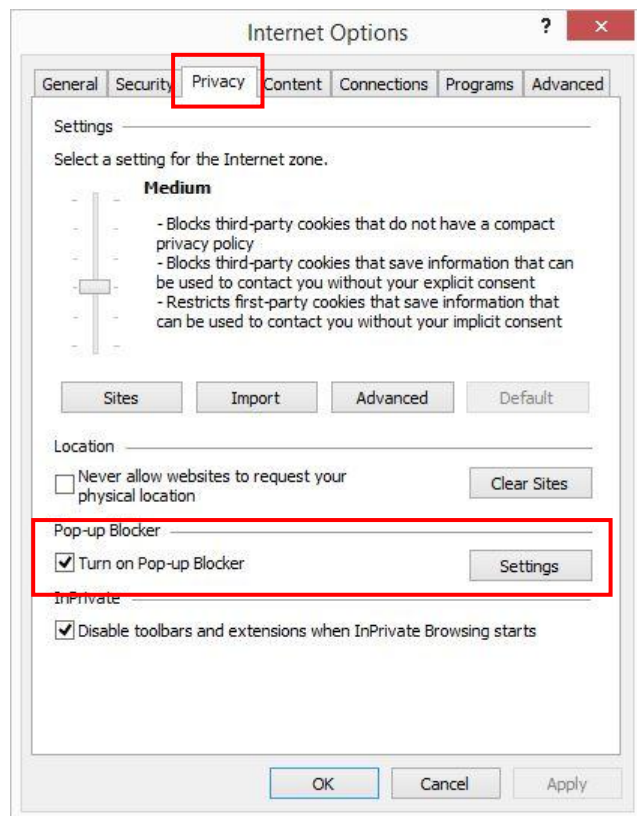


1. 2. Pop-up block

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

Otherwise click on **Settings** and add the following address.

<https://v1.riken.jp/>



※If there are add-ons in Internet Explorer that control pop-ups, make sure to disable it and permit VPN.

2. Access to the VPN Service

You may be prompted to confirm access depending on your UAC (User Account Control) settings. Click **Continue**.

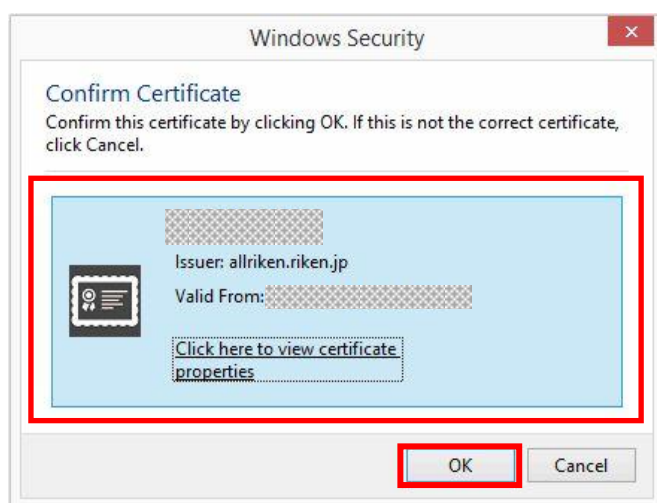
Access the following URL with Internet Explorer.

<https://v1.riken.jp/>

2.1. Selection of client certificate

When the following prompt is displayed, confirm the certificate you have pre-installed and click **OK**.

If the following prompt is displayed twice, click **OK** both times.



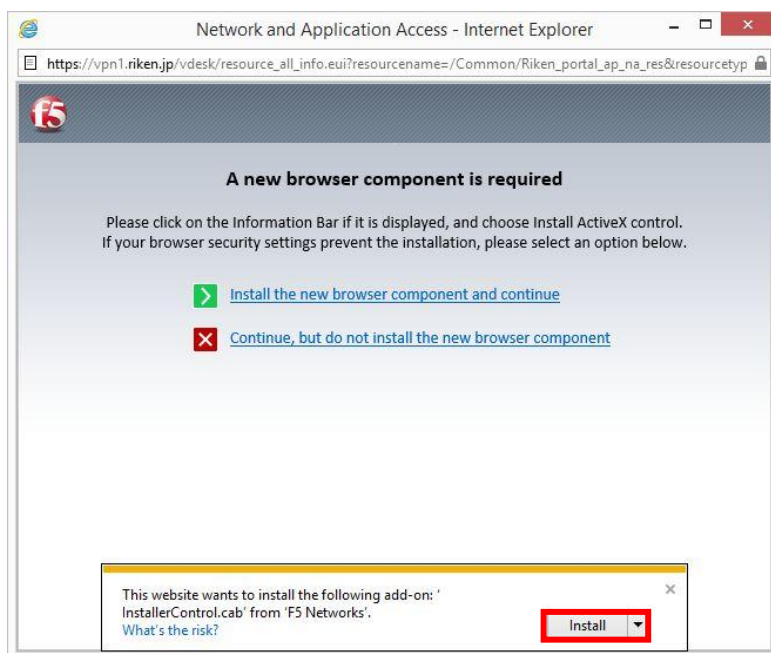
2.2. Connect the Network Access

Click **Riken_(connection destination)** in the home screen.

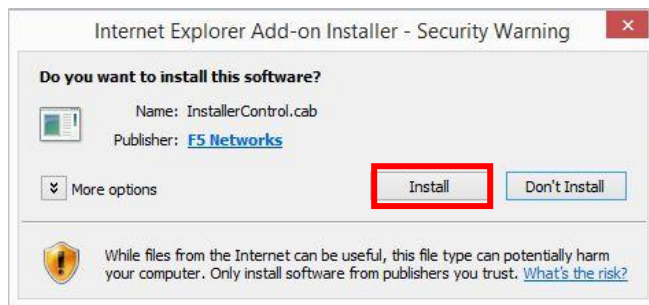


2.3. Client Components Installation (*On first connection only)

An installation window will open with a pop-up that reads **This website wants to install the following add-on...** Click on the information bar and click on **Install**

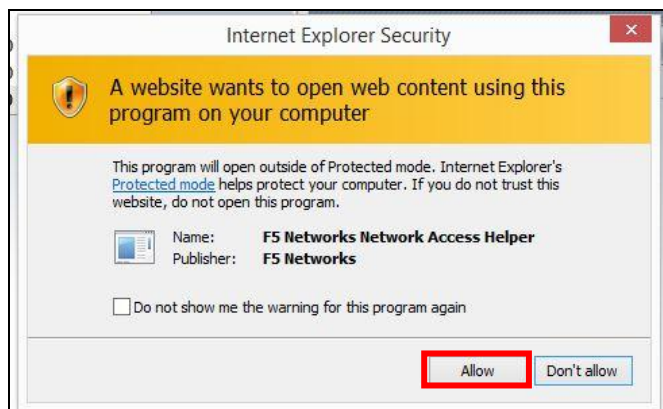


A security warning will appear. Click **Install**.

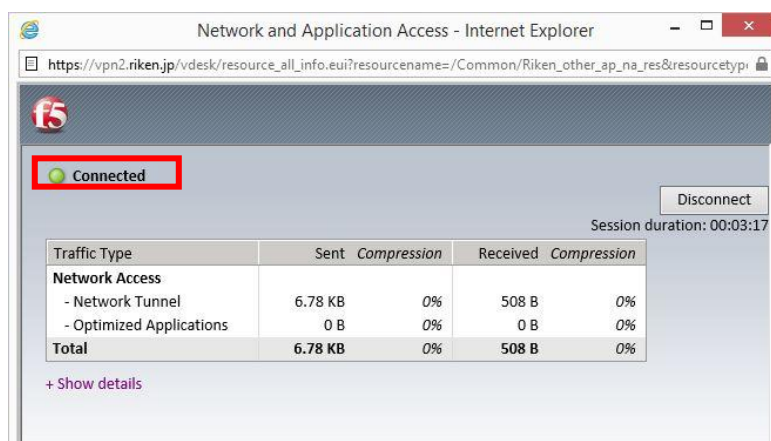


2.4. Connection

A security warning will appear. Click on **Allow**.



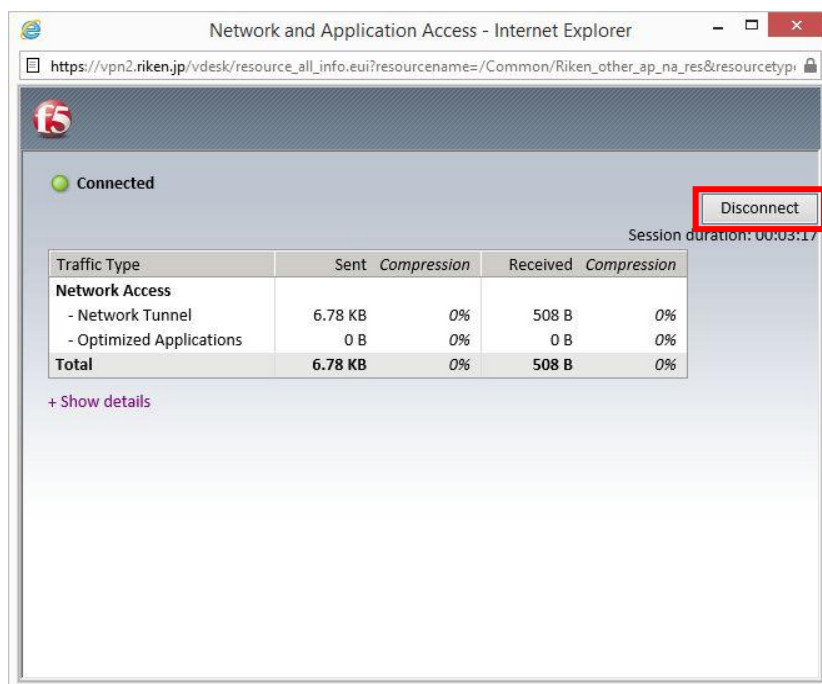
Once the connection has been made, the following window will appear with the message **Connected**.



3. Disconnecting VPN Service

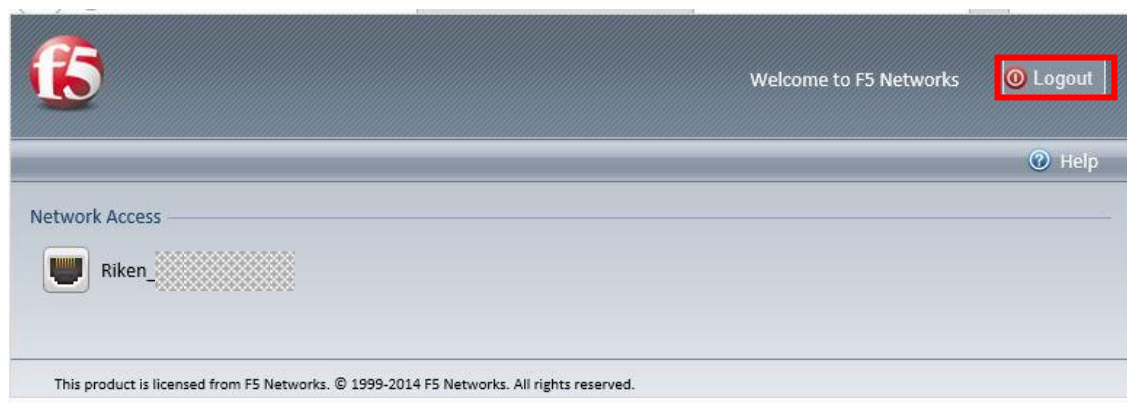
3.1. Disconnect Network Access

Click **Disconnect**.



3.2. Logout

Click **Logout** in the upper right hand corner of the home screen.



◆ Removing Client Components ◆

4. Removing Client Components

4.1. Download the application to remove the components

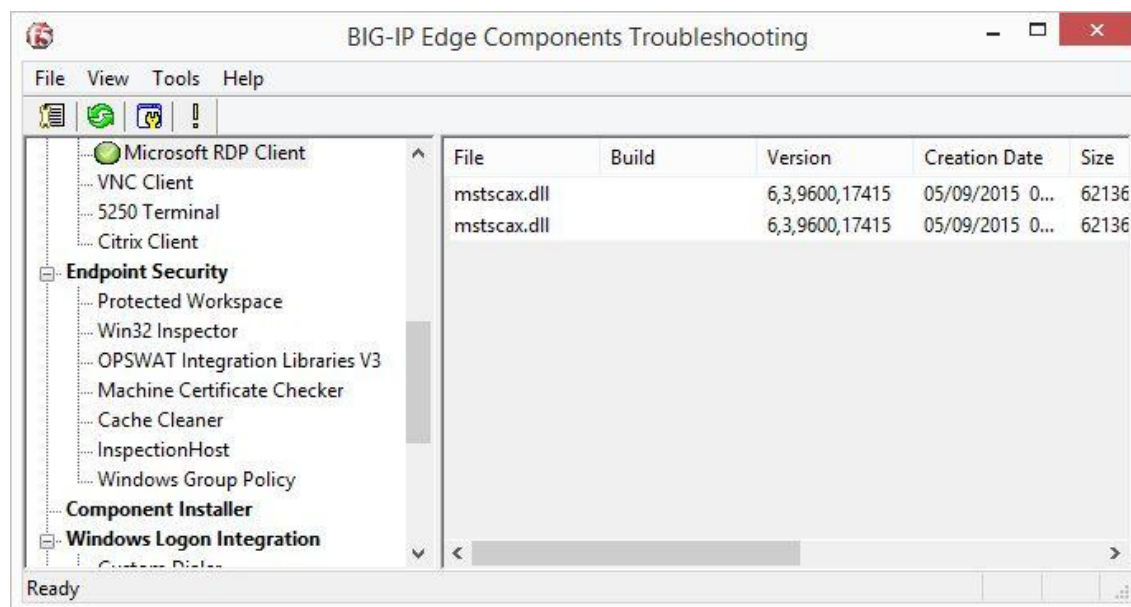
Download (f5wininfo.exe) from the following URL:

https://teldevice.my.salesforce.com/sfc/p/10000000a2Q8/a/10000000D6z1/_v.W7jIP_J9XH9ruIDqHhGk09B0DFXC1D1HgTvJUS14

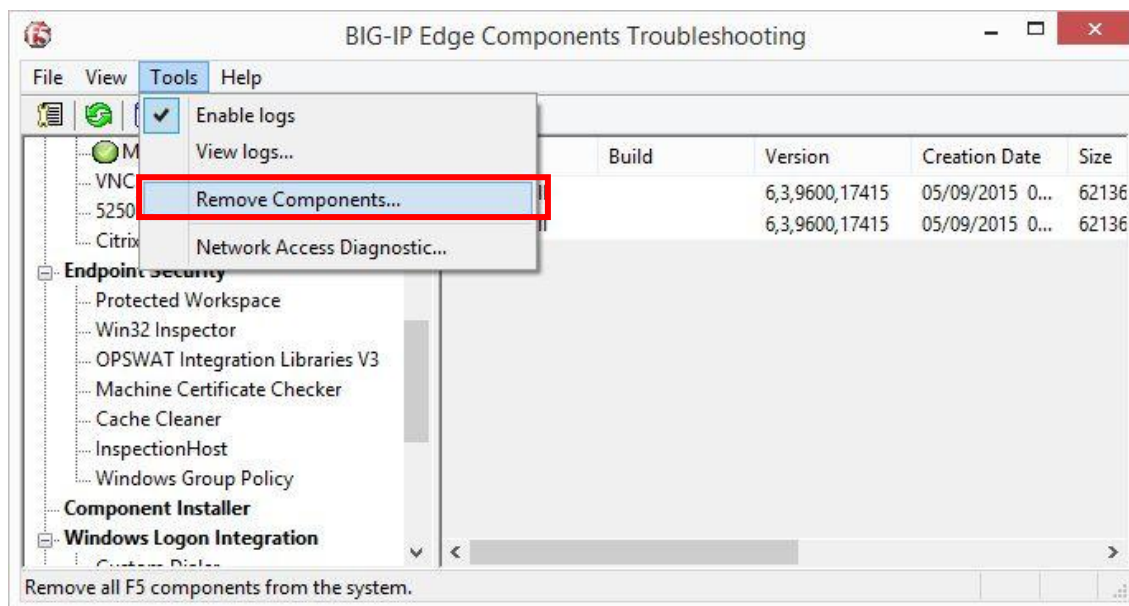
4.2. Deleting the client component

Right-click on the file you downloaded in 4.1 and click **Run as administrator**.

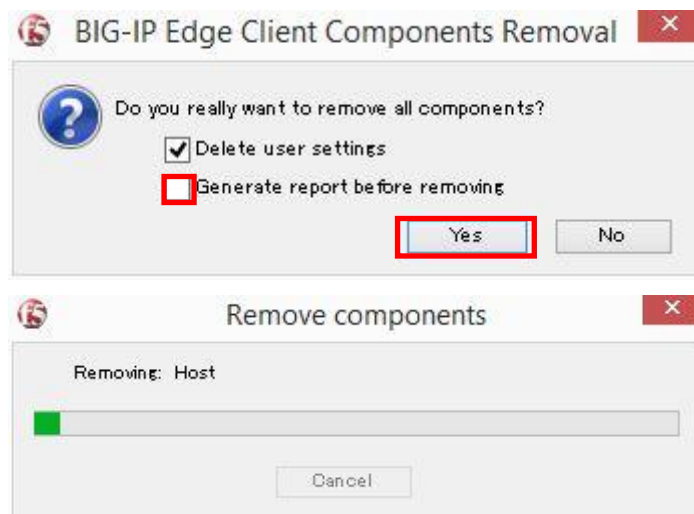
The F5 BIG-IP Edge Components Troubleshooting will open.



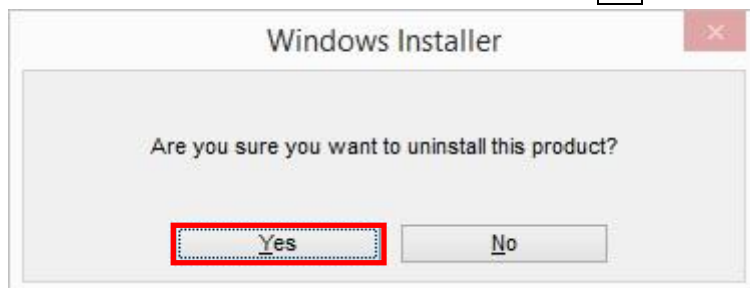
Go to **Tools** and click **Remove Components** in the menu bar.



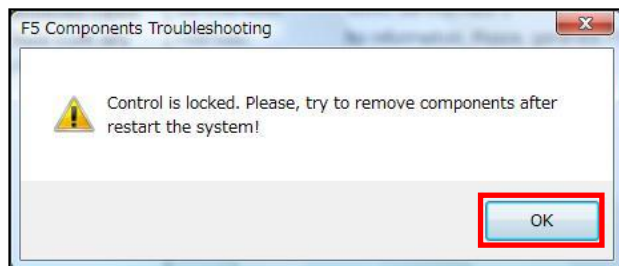
Uncheck **Generate report before removing** and click **Yes**.



The following warning may be shown. Click **Yes**.



If the following warning is displayed, click **OK** and Restart the system.
Then, do again from 「4.2.」.



After uninstalling, close the BIG-IP Edge Components Troubleshooting.

4.3. Deleting dial-up Connections

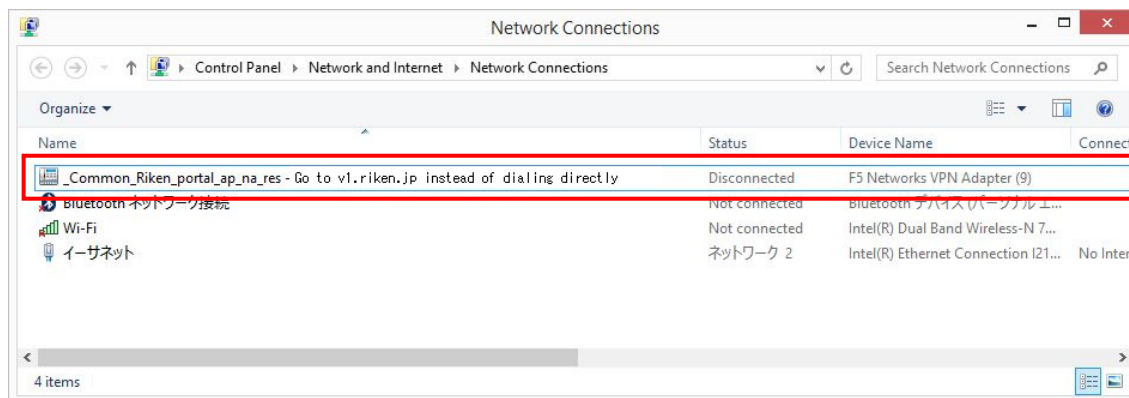
Open **Network Connections**.

Go to [Windowkey+x]->[Control Panel] and click

[Network and Internet]->[Network and Sharing Center].

Click **Change adapter settings** of the left panel.

Select the connection (connection destination)-Go to v1(or v2).riken.jp instead of dialing directly and delete it



4.4. Deleting network adaptor driver

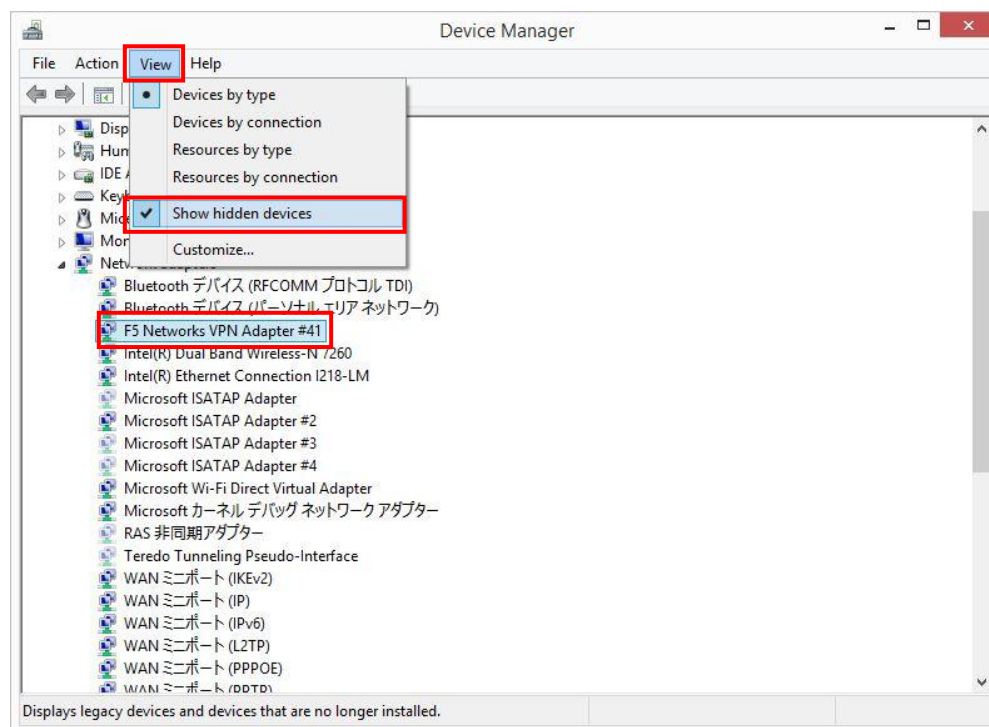
Open **Device Manager**.

Go to [Windowskey+x]->[Control Panel]->[Hardware and Sound] and click **Device Manager**.

Click on **View** and select Show hidden devices in the menu bar.

Delete **F5 Networks VPN Adapter** shown under **Network adapters**.

※The driver may not exist. In that case, you may skip this procedure.



4.5. Restart the system

Delete the file (**f5wininfo.exe**), and restart the system.



【Windows 8 (BIG-IP Edge Client)】

*Make sure to import the client certificate before accessing VPN.

◆Network Access Manual◆

1. Download BIG-IP Edge Client Installer

Download (BIGIPEdgeClient.exe) from the following URL:

https://teldevice.my.salesforce.com/sfc/p/10000000a2Q8/a/10000000D9kS/RgEgwAym80Yu_b_zRP3iyupK4MjFK.ZtwQ76IB0IOFZA

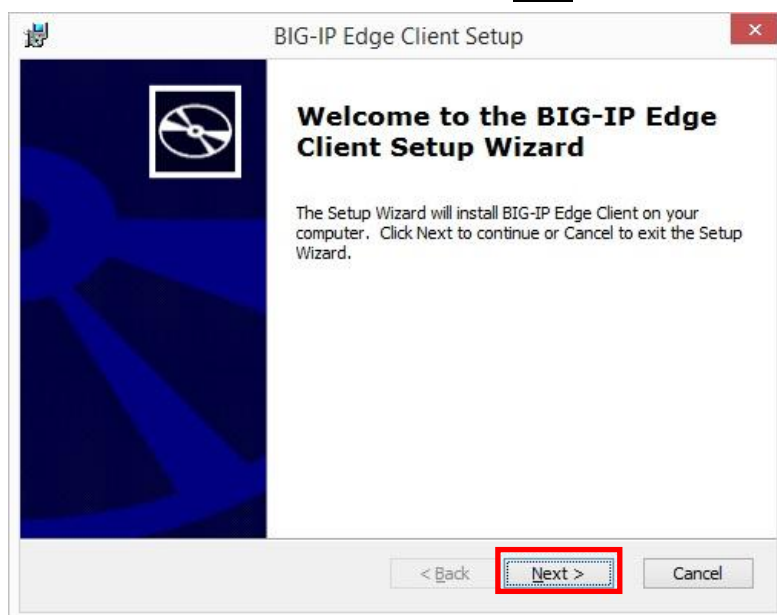
2. Install BIG-IP Edge Client

You may be prompted to confirm access depending on your UAC (User Account Control) settings. Click **Continue**.

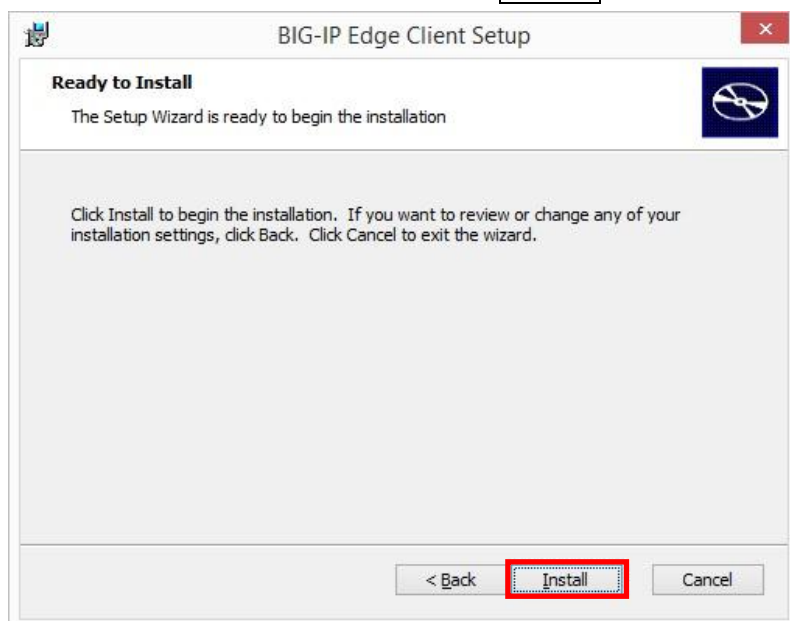
2.1. Right-click on the **BIG-IPEdgeClient.exe** and click **Run as administrator**.



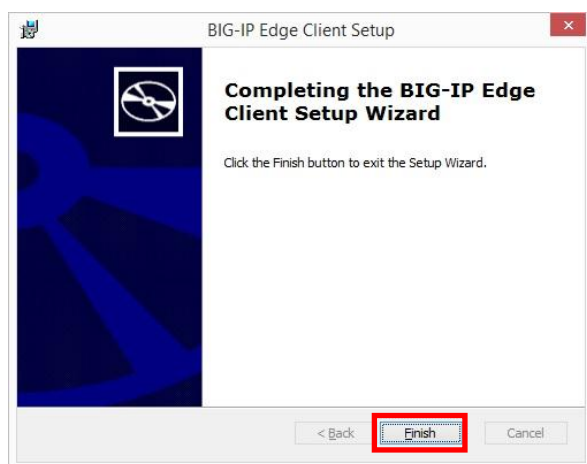
The setup wizard will appear, click **Next**.



Start the installation by clicking **Install**.



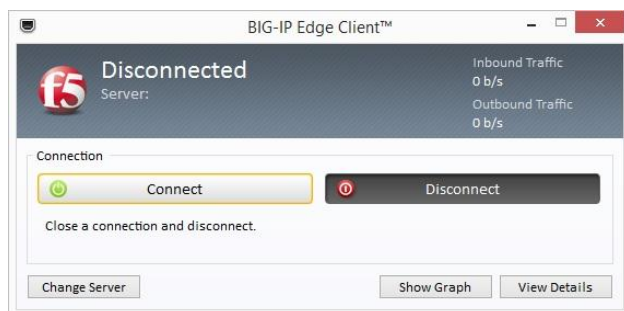
Click **Finish**.



3. Access to VPN Services

3.1. Start the BIG-IP Edge Client

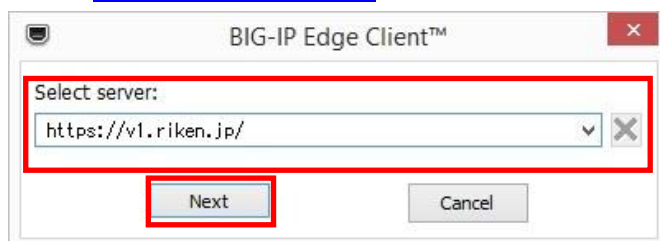
Start the BIG-IP Edge Client by clicking [Start]->[BIG-IP Edge Client]



3.2. Designation of the connection destination server (* On first connection only)

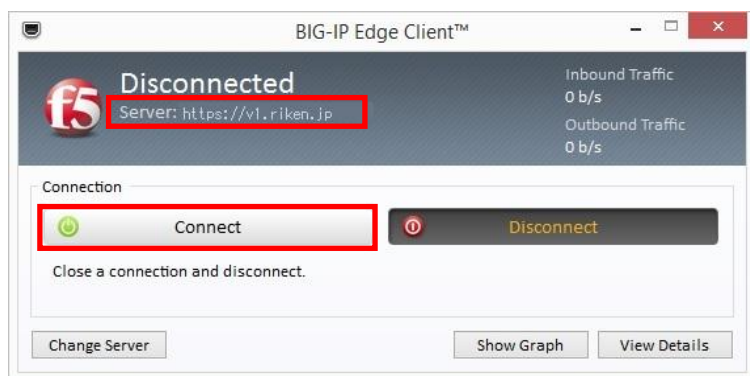
Start up the BIG-IP Edge Client, the following popup will appear.

Enter <https://v1.riken.jp/> in the blank and click **Next**.



3.3. Connect to VPN (When you use BIG-IP Edge Client before)

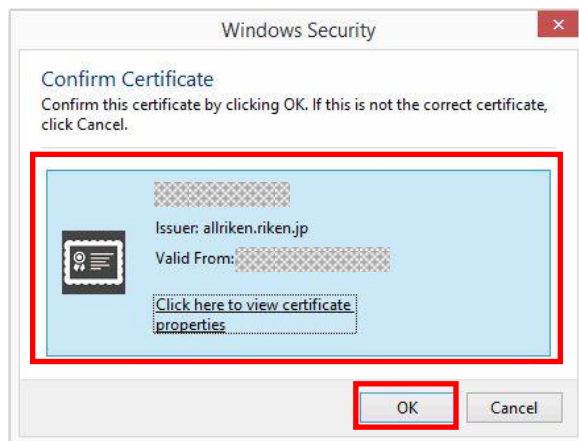
Make sure that the server address is <https://v1.riken.jp/> , click **Connect**.



3.4. Select the Certificate

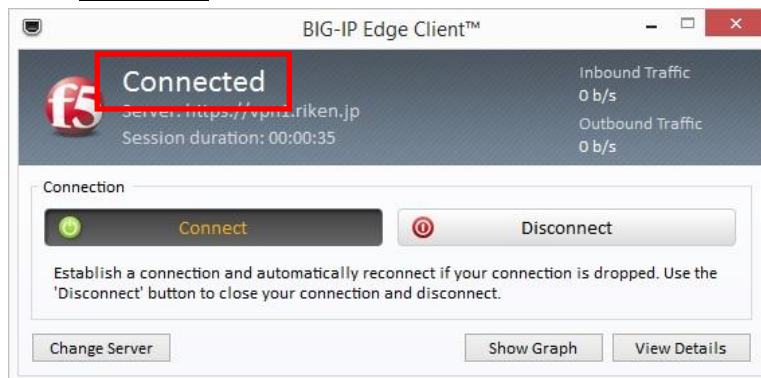
When the following prompt is displayed, confirm the certificate you have pre-installed and click **OK**.

If the following prompt is displayed twice, click **OK** both times.



3.5. Confirm VPN Connection

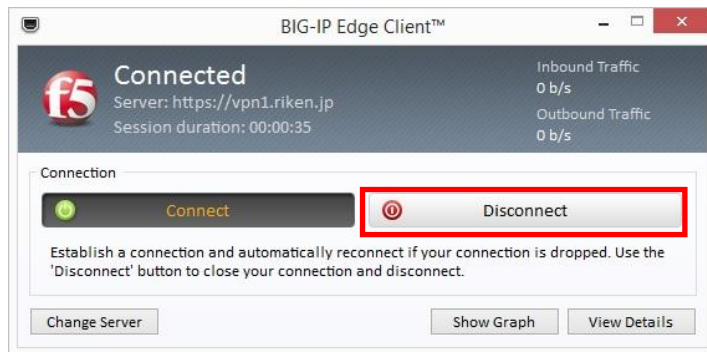
When **Connected** is displayed, you connected VPN Services.



4. Disconnect VPN Services

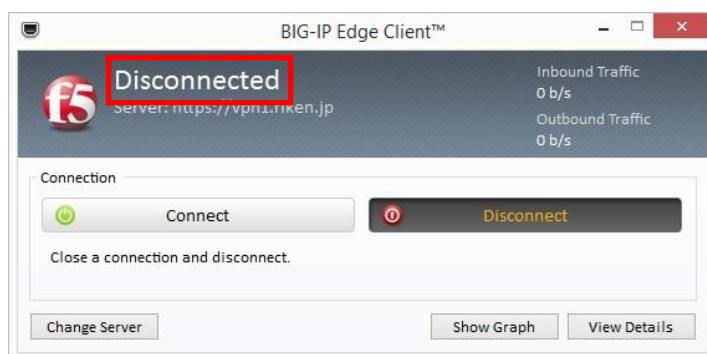
4.1. Disconnect VPN Services

Click **Disconnect**.



4.2. Confirm Disconnection

Check **Disconnected** is displayed.



◆Removing Client Components◆

5. Removing Client Components

5.1. Download the application to remove the components

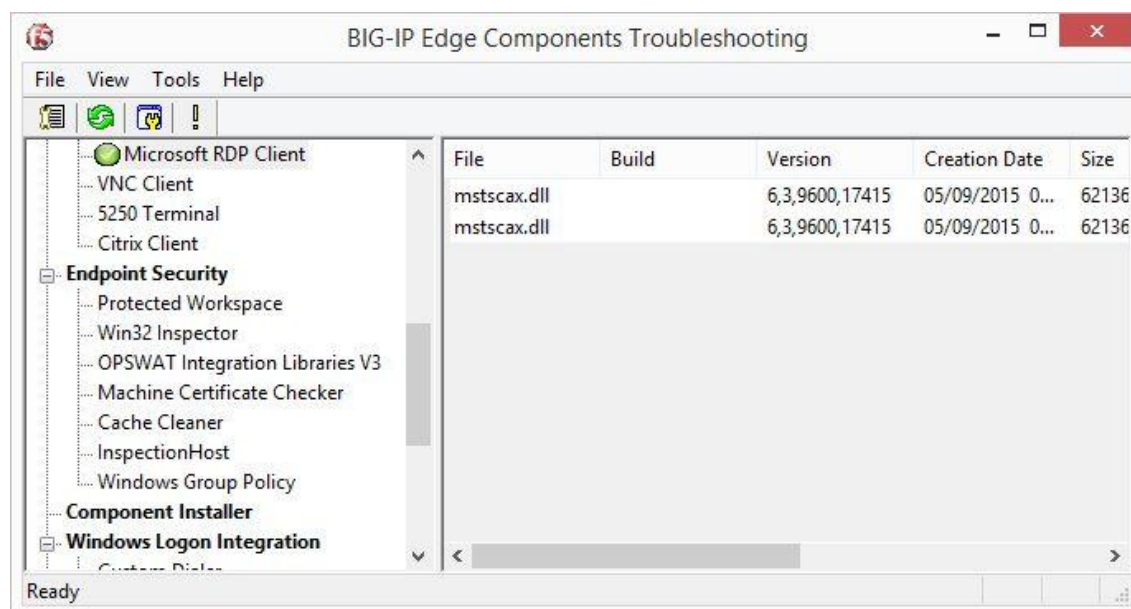
Download (f5wininfo.exe) from the following URL:

https://teldevice.my.salesforce.com/sfc/p/10000000a2Q8/a/10000000D6z1/_v.W7jIP_J9XH9ruIDqHhGk09B0DFXC1D1HgTvJUS14

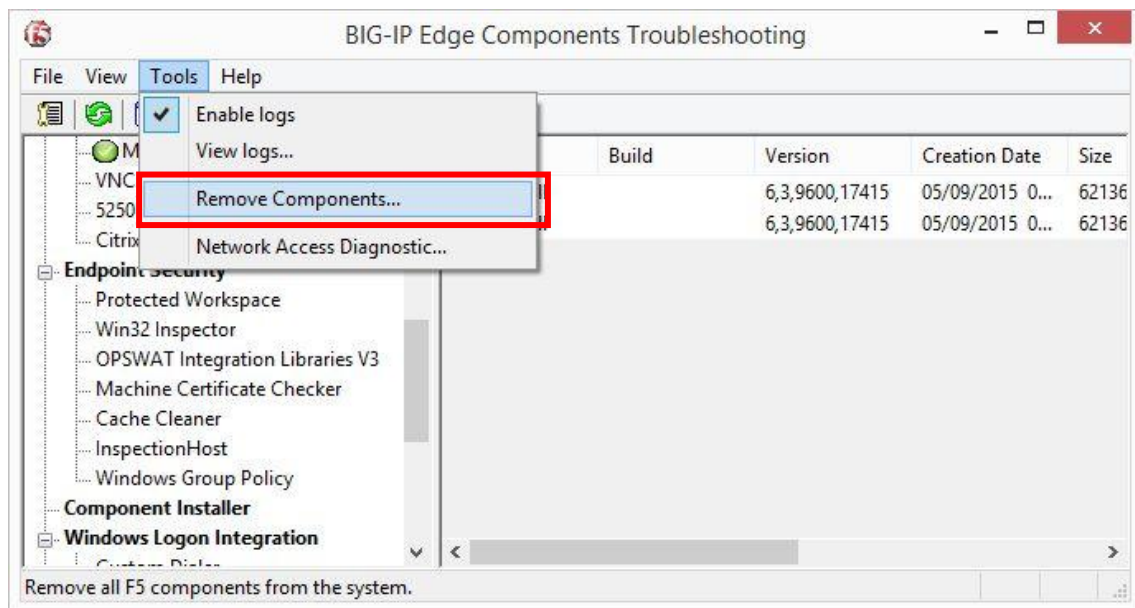
5.2. Deleting the client component

Right-click on the file you downloaded in 5.1 and click **Run as administrator**.

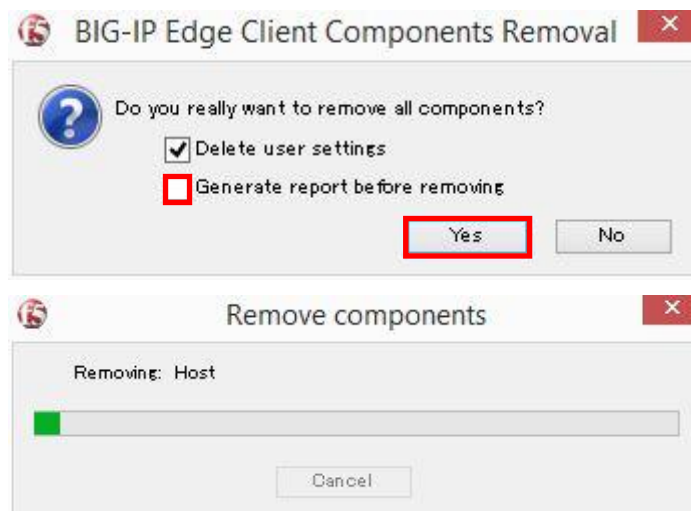
The F5 BIG-IP Edge Components Troubleshooting will open.



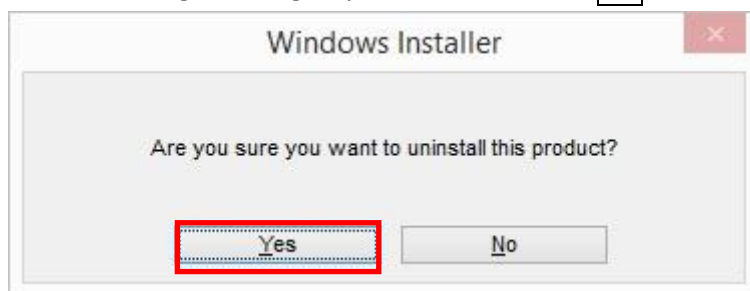
Go to **Tools** and click **Remove Components** in the menu bar.



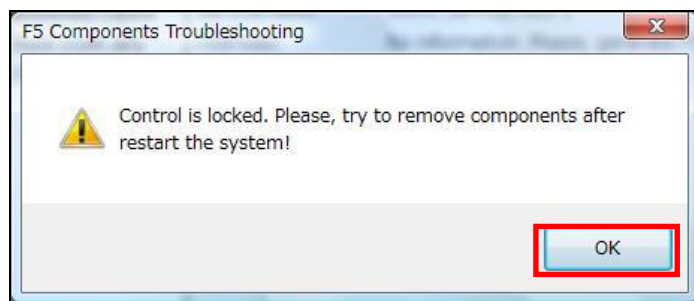
Uncheck **Generate report before removing** and click **Yes**.



The following warning may be shown. Click **Yes**



If the following warning is displayed, click **OK** and Restart the system.
Then, do again from 「5.2.」



After uninstalling, close the BIG-IP Edge Components Troubleshooting.

5.3. Deleting dial-up Connections

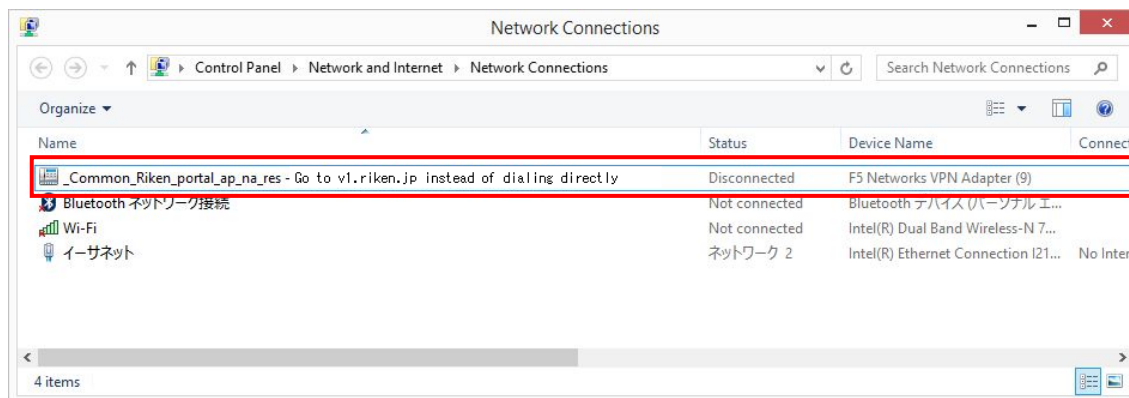
Open **Network Connections**.

Go to [Windowkey+x]->[Control Panel] and click

[Network and Internet]->[Network and Sharing Center].

Click **Change adapter settings** of the left panel.

Select the connection (connection destination)-Go to v1(or v2).riken.jp instead of dialing directly ,APM Network Access and delete it



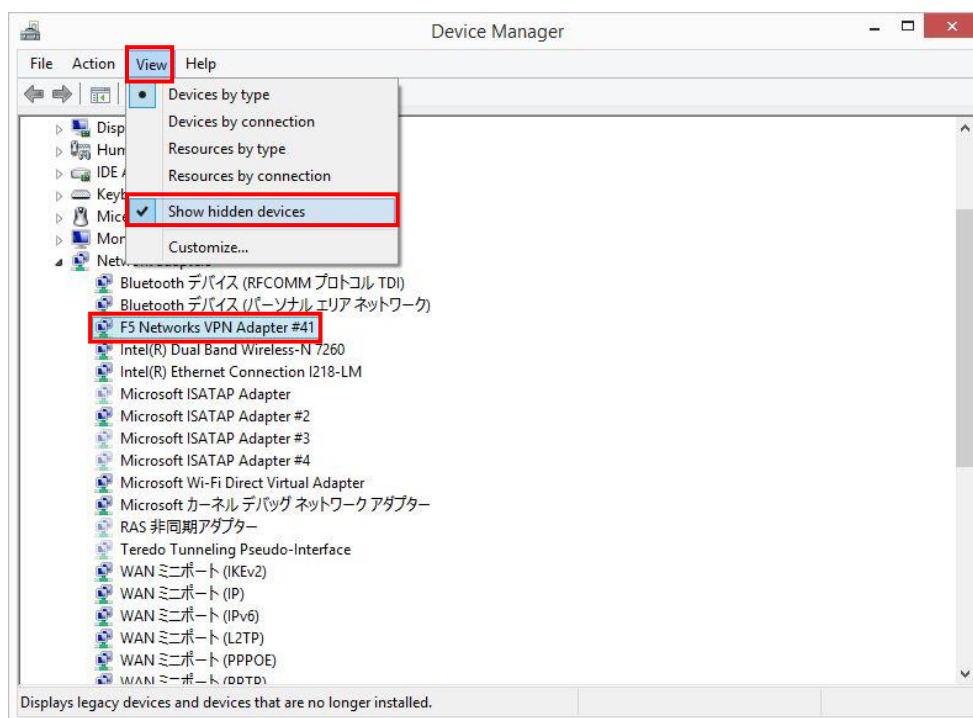
5.4. Deleting network adaptor driver

Open **Device Manager**.

Go to [Windowskey+x]->[Control Panel]->[Hardware and Sound] and click **Device Manager**.

Click on **View** and select Show hidden devices in the menu-bar. Delete **F5 Networks VPN Adapter** shown under **Network adapters**.

※The driver may not exist. In that case, you may skip this procedure.



5.5. Restart the system

Delete the file (f5wininfo.exe), and restart the system.



【Windows 10 (Internet Explorer 11)】

*Make sure to import the client certificate before accessing VPN.

◆Network Access Manual◆

1. Prior setting

Open Internet Options.

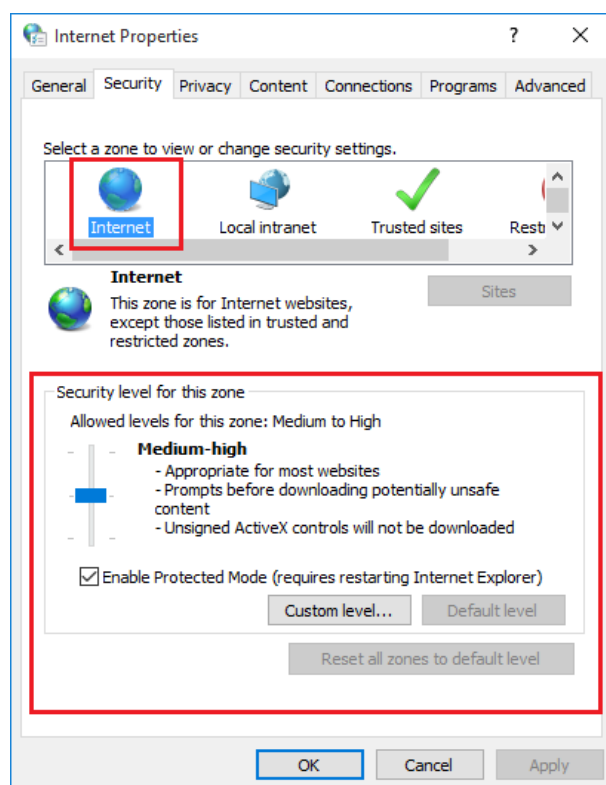
Go to [Windowskey+x] -> [Control Panel] -> [Network and Internet]
and click Internet Options.

1.1. Security level

Select the **Security** tab and adjust the level to **medium-high** or **lower**.

The VPN service cannot be used at **high**.

※There are exceptions if you are customizing the level of security.

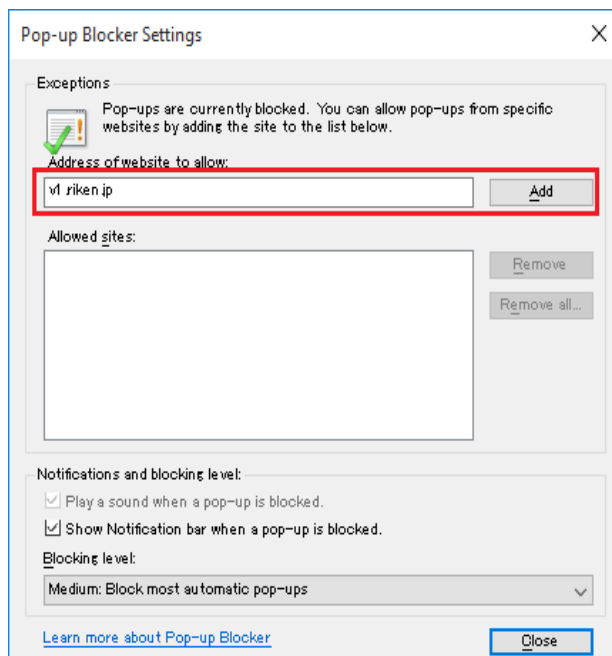
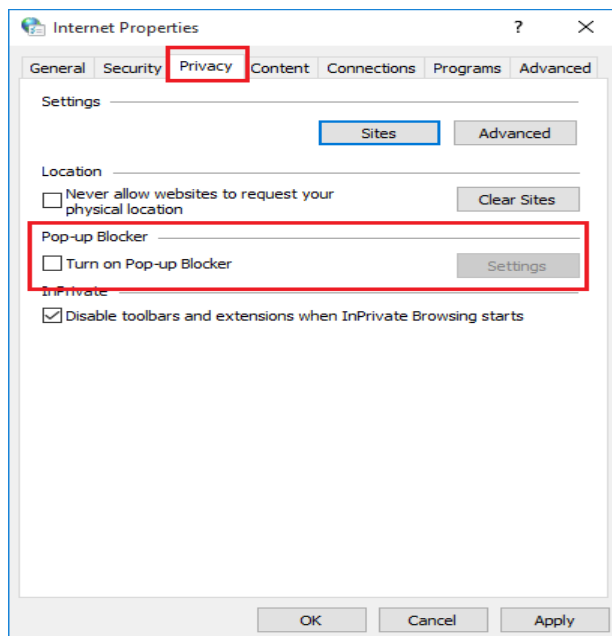


1. 2. Pop-up block

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

Otherwise click on **Settings** and add the following address.

<https://v1.riken.jp/>



※If there are add-ons in Internet Explorer that control pop-ups, make sure to disable it and permit VPN.

2. Access to the VPN Service

You may be prompted to confirm access depending on your UAC (User Account Control) settings. Click **Continue**.

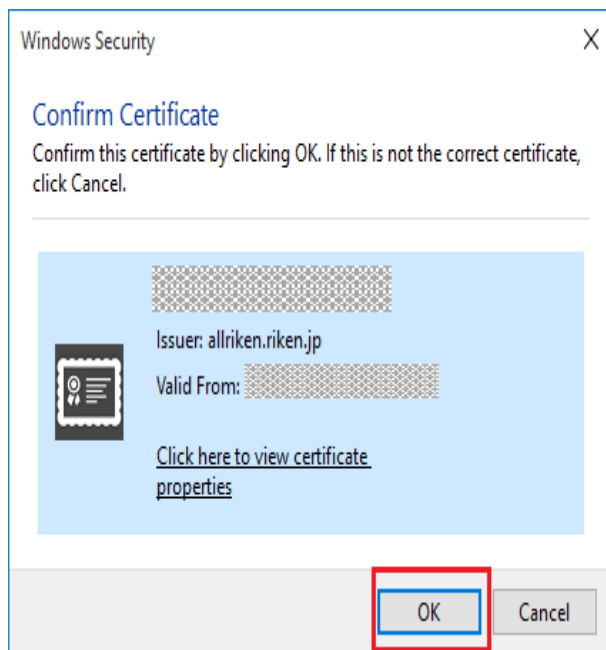
Access the following URL with Internet Explorer.

<https://v1.riken.jp/>

2.1. Selection of client certificate

When the following prompt is displayed, confirm the certificate you have pre-installed and click **OK**.

If the following prompt is displayed twice, click **OK** both times.



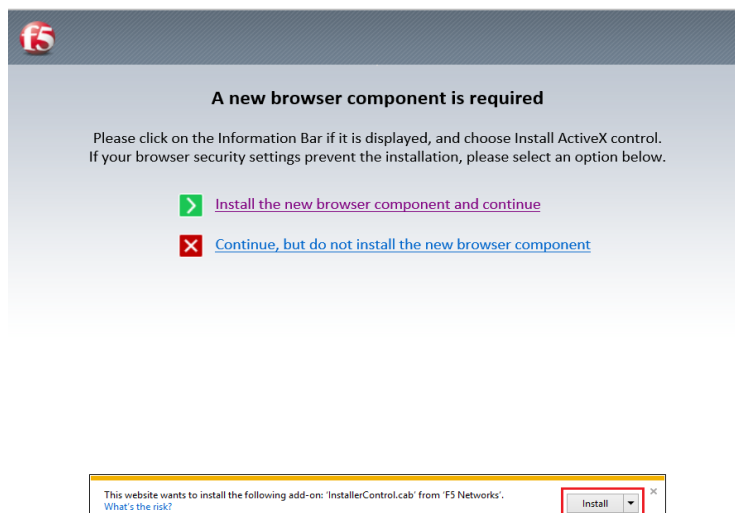
2.2. Connect the Network Access

Click **Riken_(connection destination)** in the home screen.

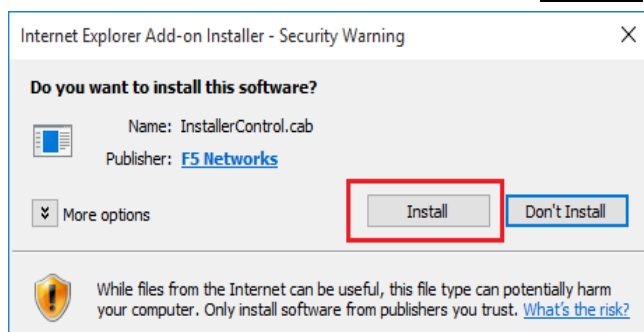


2.3. Client Components Installation (*On first connection only)

An installation window will open with a pop-up that reads **This website wants to install the following add-on...** Click on the information bar and click on **Install**

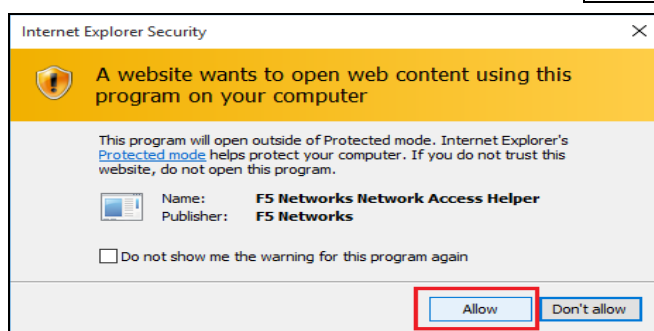


A security warning will appear. Click **Install**.

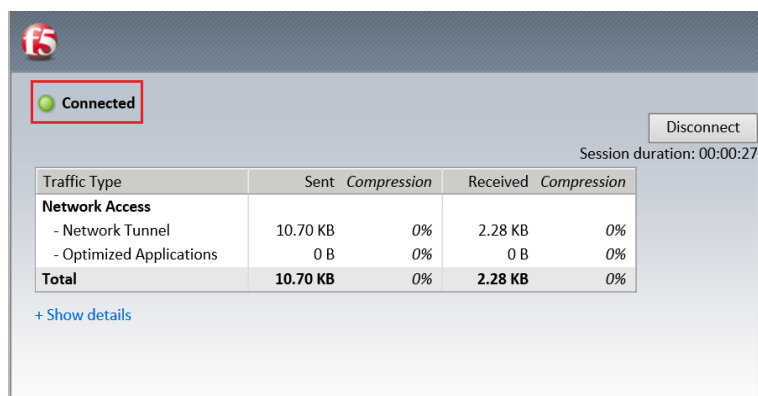


2.4. Connection

A security warning will appear. Click on **Allow**.



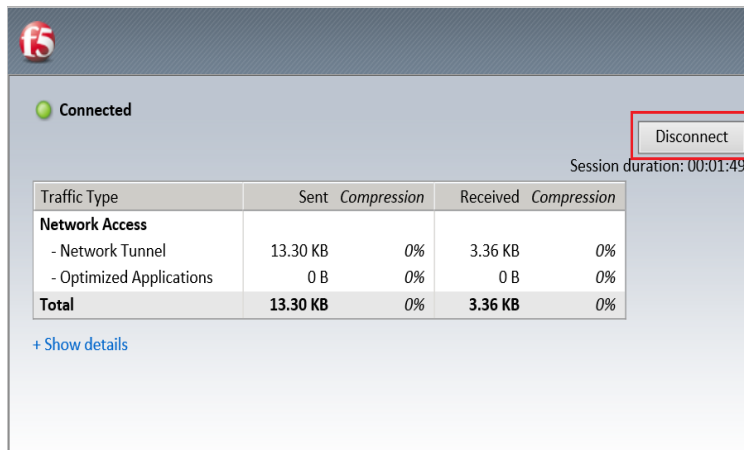
Once the connection has been made, the following window will appear with the message **Connected**.



3. Disconnecting VPN Service

3.1. Disconnect Network Access

Click **Disconnect**.



3.2. Logout

Click **Logout** in the upper right hand corner of the home screen.



◆Removing Client Components◆

4. Removing Client Components

4.1. Download the application to remove the components

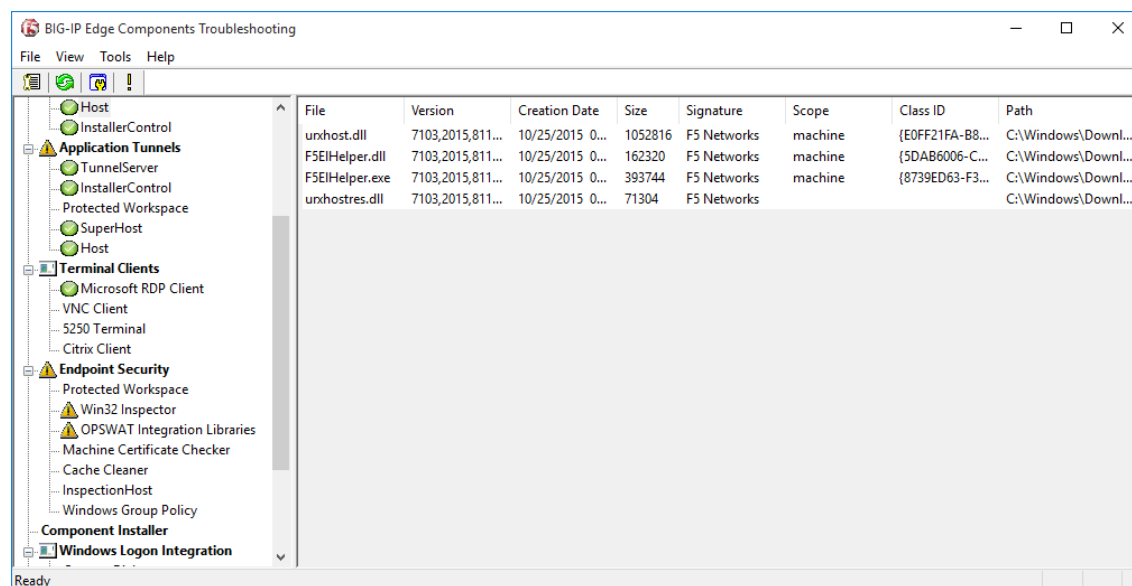
Download (f5wininfo.exe) from the following URL:

https://teldevice.my.salesforce.com/sfc/p/10000000a2Q8/a/10000000D6z1/_v.W7jIP_J9XH9ruIDqHhGk09B0DFXC1D1HgTvJUS14

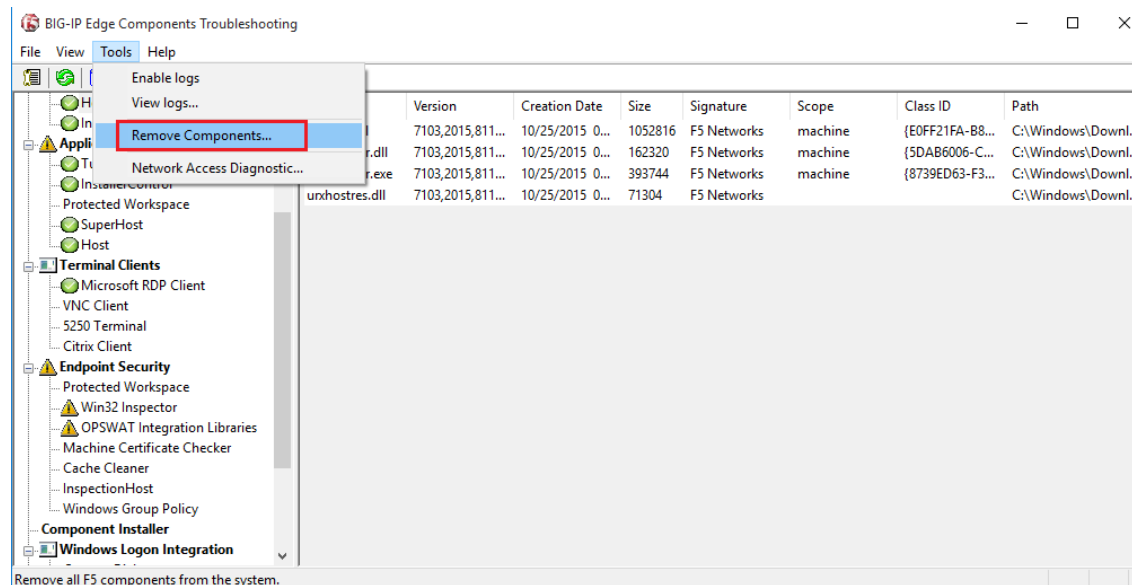
4.2. Deleting the client component

Right-click on the file you downloaded in 4.1 and click **Run as administrator**.

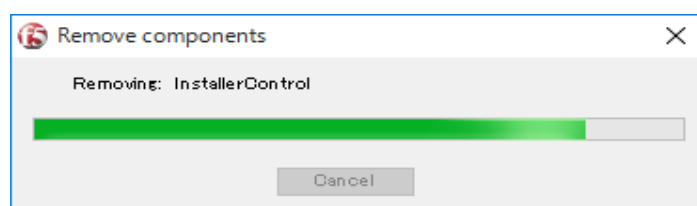
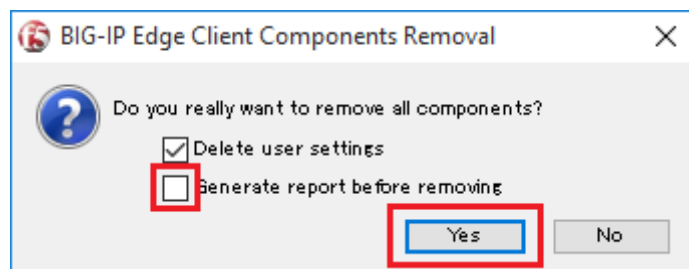
The F5 BIG-IP Edge Components Troubleshooting will open.



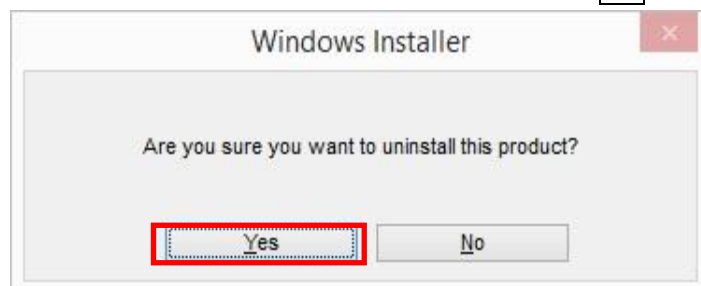
Go to **Tools** and click **Remove Components** in the menu bar.



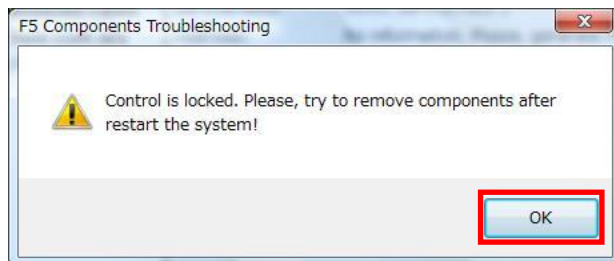
Uncheck **Generate report before removing** and click **Yes**.



The following warning may be shown. Click **Yes**.



If the following warning is displayed, click **OK** and Restart the system.
Then, do again from 「4.2.」.



After uninstalling, close the BIG-IP Edge Components Troubleshooting.

4.3. Deleting dial-up Connections

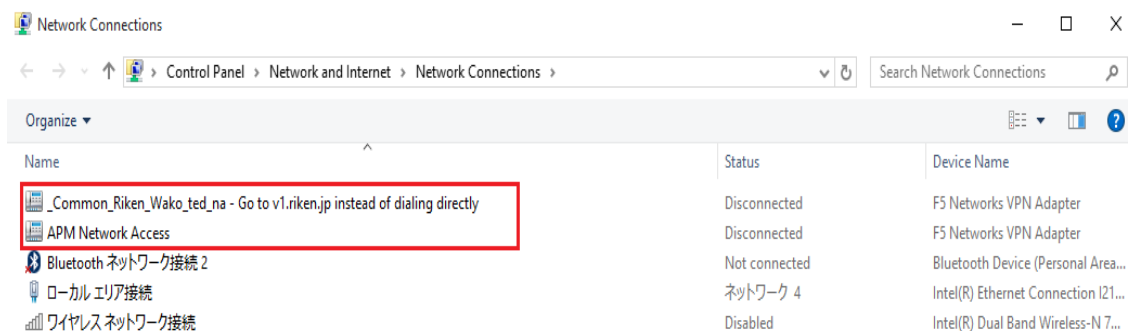
Open **Network Connections**.

Go to [Windowkey+x]->[Control Panel] and click

[Network and Internet]->[Network and Sharing Center].

Click **Change adapter settings** of the left panel.

Select the connection (connection destination)-Go to v1(or v2).riken.jp instead of dialing directly ,APM Network Access and delete it



4.4. Deleting network adaptor driver

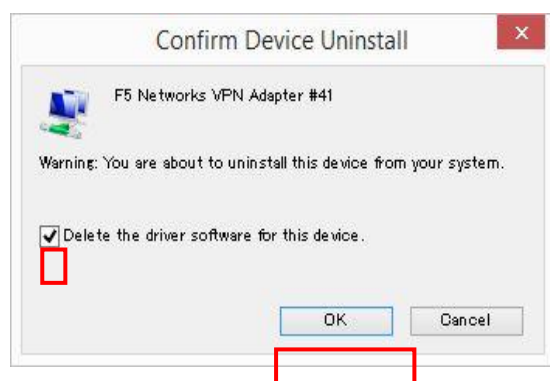
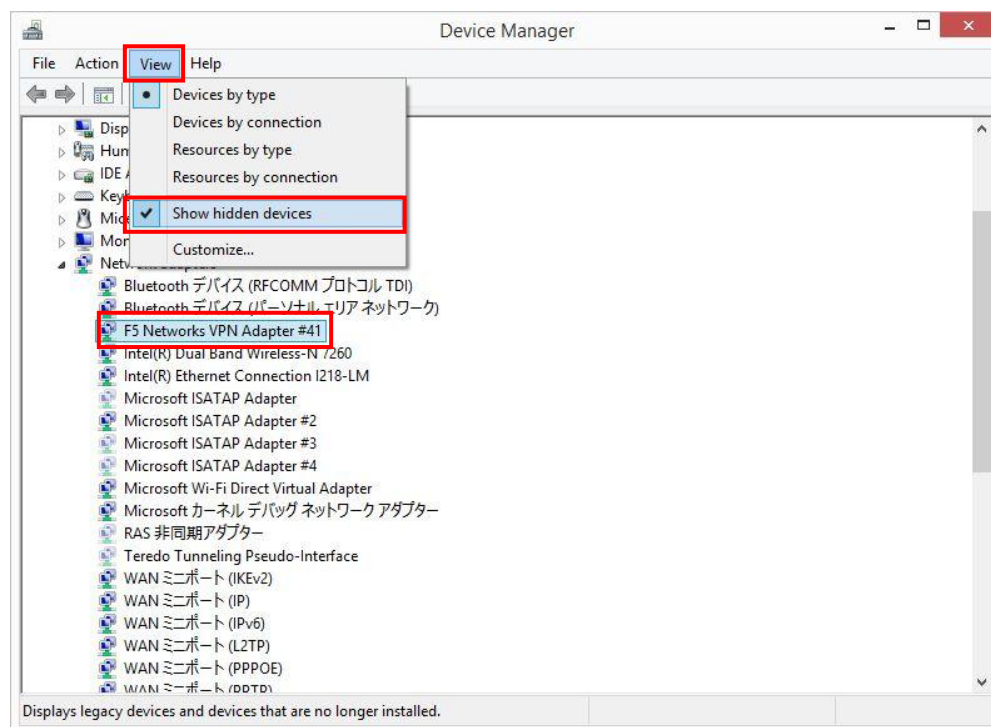
Open **Device Manager**.

Go to [Windowskey+x]->[Control Panel]->[Hardware and Sound] and click **Device Manager**.

Click on **View** and select Show hidden devices in the menu bar.

Delete **F5 Networks VPN Adapter** shown under **Network adapters**.

※The driver may not exist. In that case, you may skip this procedure.



4.5. Restart the system

Delete the file (**f5wininfo.exe**), and restart the system.



【Windows 10 (BIG-IP Edge Client)】

*Make sure to import the client certificate before accessing VPN.

◆Network Access Manual◆

1. Download BIG-IP Edge Client Installer

Download (BIGIPEdgeClient.exe) from the following URL:

https://teldevice.my.salesforce.com/sfc/p/10000000a2Q8/a/10000000D9kS/RgEgwAym80Yu_b_zRP3iyupK4MjFK.ZtwQ76IB0IOFZA

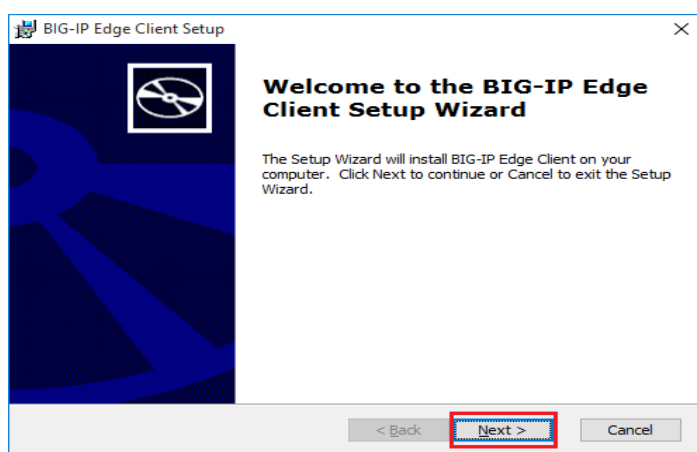
2. Install BIG-IP Edge Client

You may be prompted to confirm access depending on your UAC (User Account Control) settings. Click **Continue**.

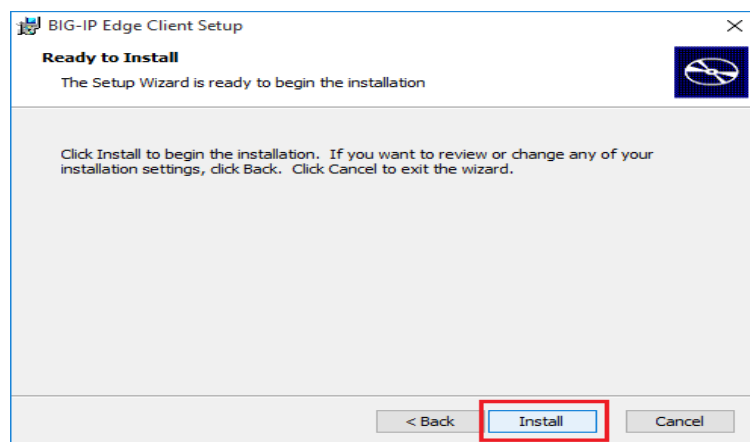
2.1. Right-click on the **BIG-IPEdgeClient.exe** and click **Run as administrator**.



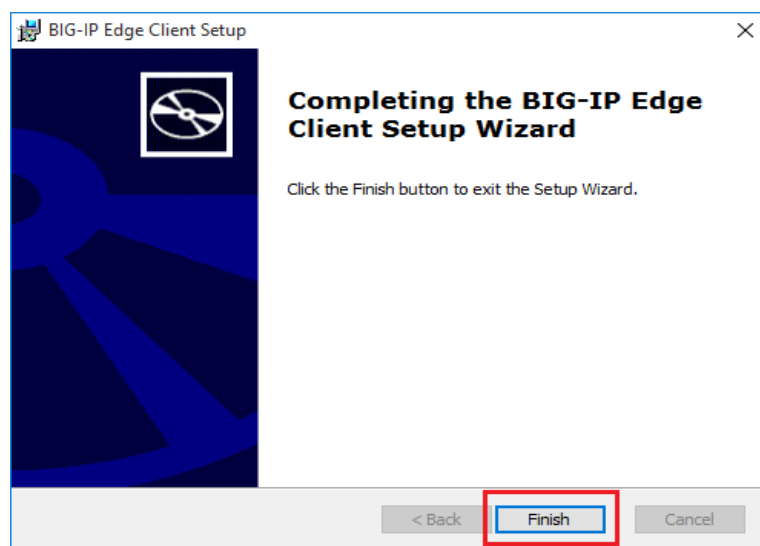
The setup wizard will appear, click **Next**.



Start the installation by clicking **Install**.



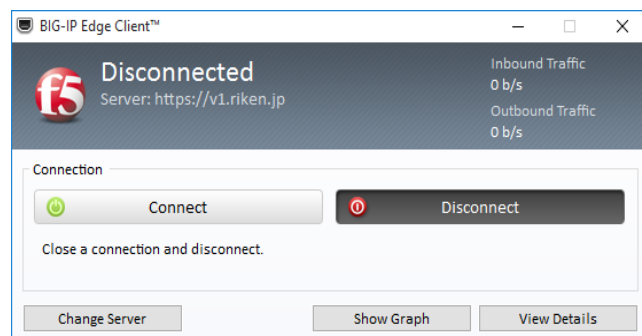
Click **Finish**.



3. Access to VPN Services

3.1. Start the BIG-IP Edge Client

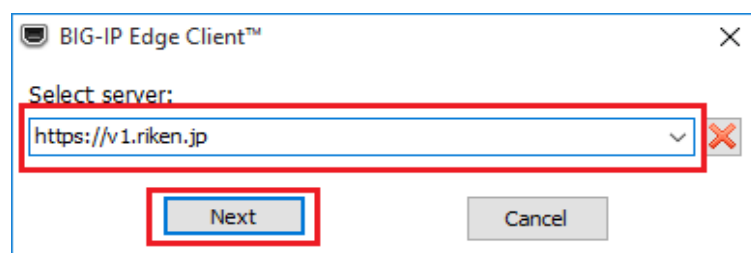
Start the BIG-IP Edge Client by clicking [Start]->[BIG-IP Edge Client]



3.2. Designation of the connection destination server (* On first connection only)

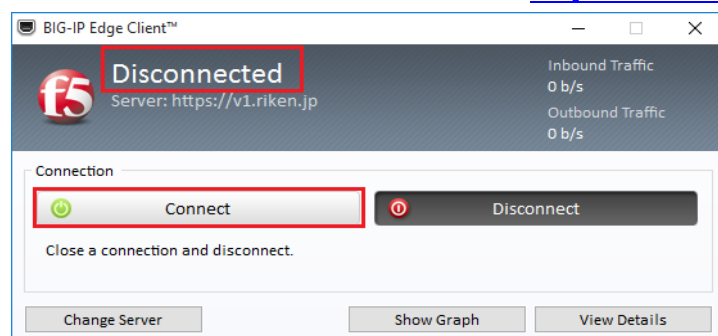
Start up the BIG-IP Edge Client, the following popup will appear.

Enter <https://v1.riken.jp/> in the blank and click **Next**.

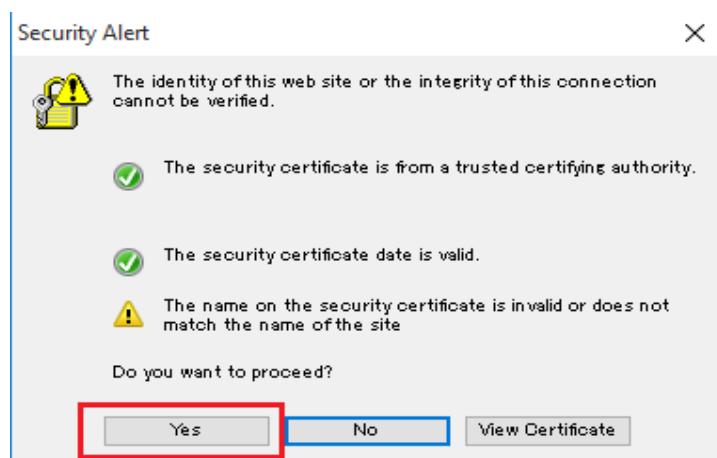


3.3. Connect to VPN (When you use BIG-IP Edge Client before)

Make sure that the server address is <https://v1.riken.jp/> , click **Connect**.



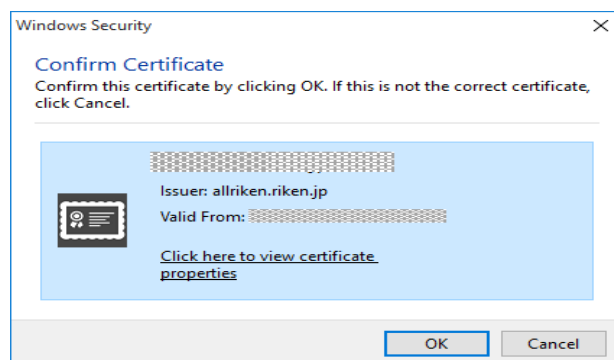
If the following warning screen appears, please click **Yes**.



3.4. Select the Certificate

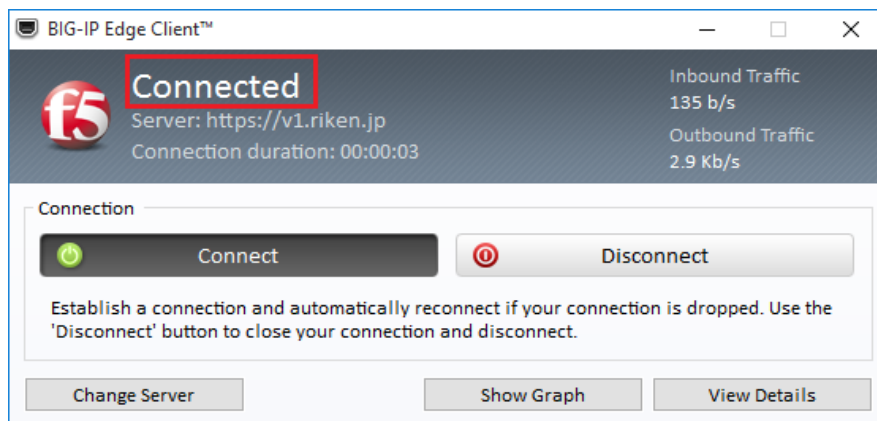
When the following prompt is displayed, confirm the certificate you have pre-installed and click **OK**.

If the following prompt is displayed twice, click **OK** both times.



3.5. Confirm VPN Connection

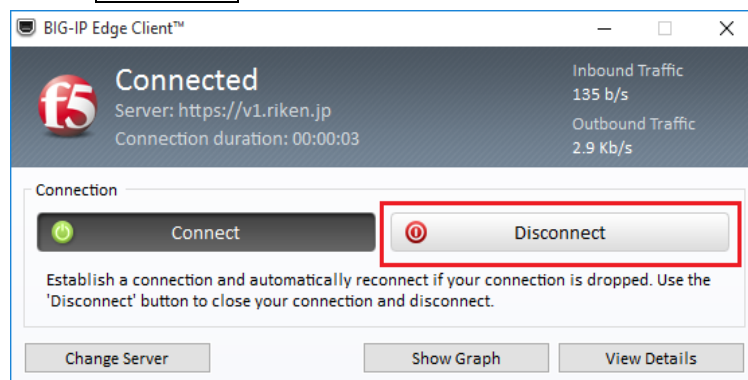
When **Connected** is displayed, you connected VPN Services.



4. Disconnect VPN Services

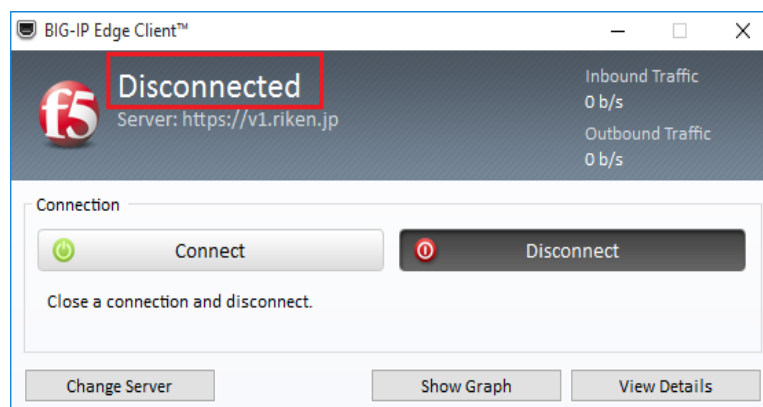
4.1. Disconnect VPN Services

Click **Disconnect**.



4.2. Confirm Disconnection

Check **Disconnected** is displayed.



◆Removing Client Components◆

5. Removing Client Components

5.1. Download the application to remove the components

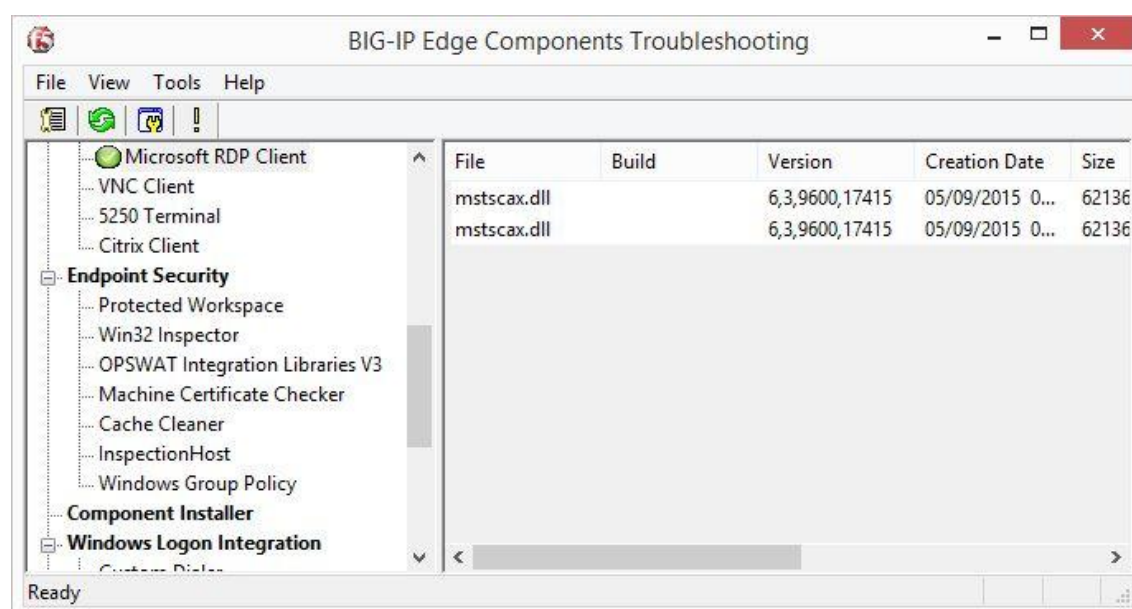
Download (f5wininfo.exe) from the following URL:

https://teldevice.my.salesforce.com/sfc/p/10000000a2Q8/a/10000000D6z1/_v.W7jIP_J9XH9ruIDqHhGk09B0DFXC1D1HgTvJUS14

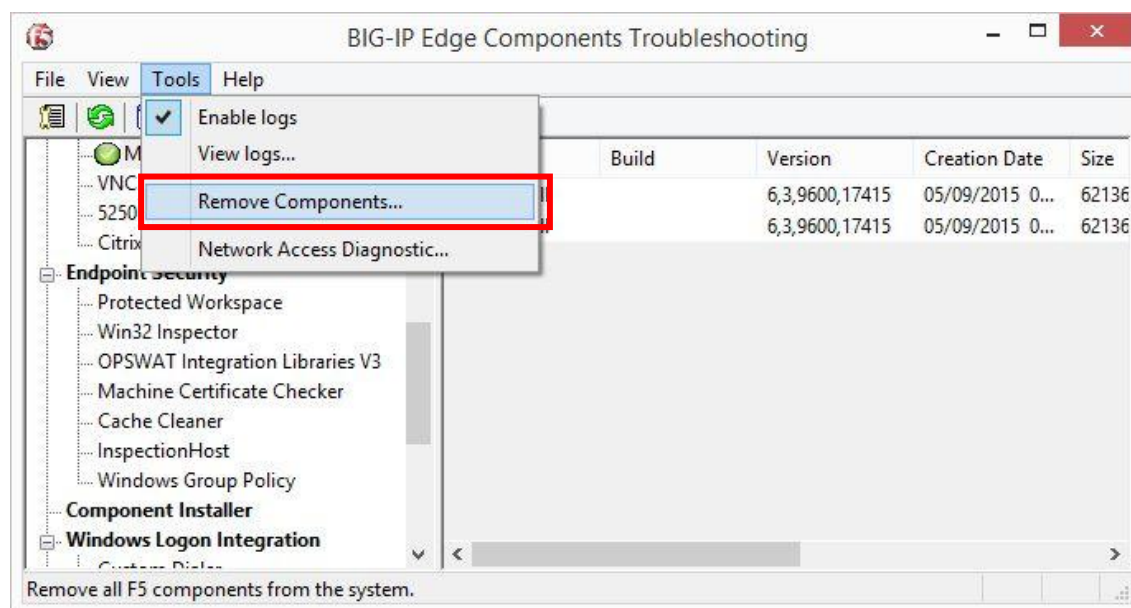
5.2. Deleting the client component

Right-click on the file you downloaded in 5.1 and click **Run as administrator**.

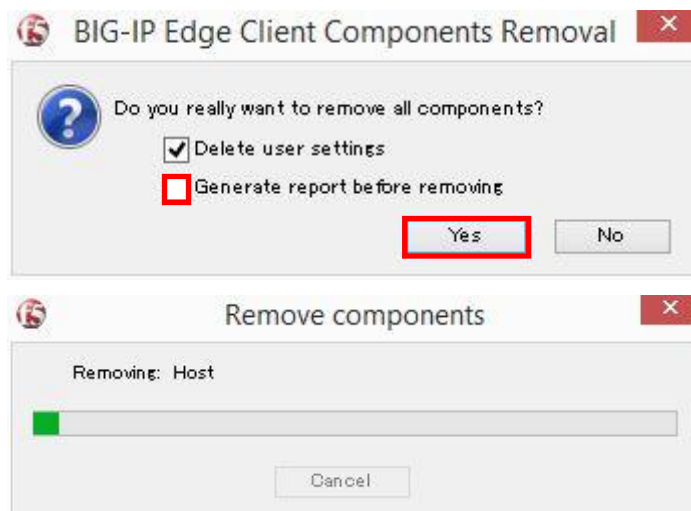
The F5 BIG-IP Edge Components Troubleshooting will open.



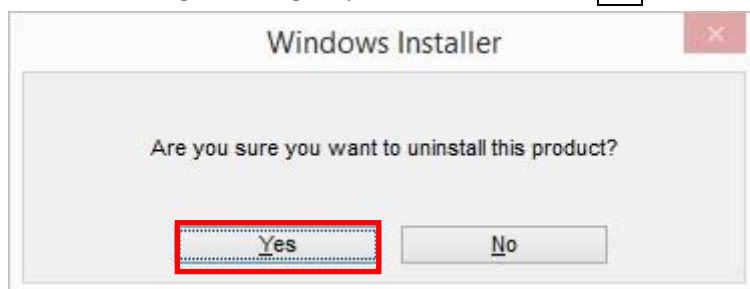
Go to **Tools** and click **Remove Components** in the menu bar.



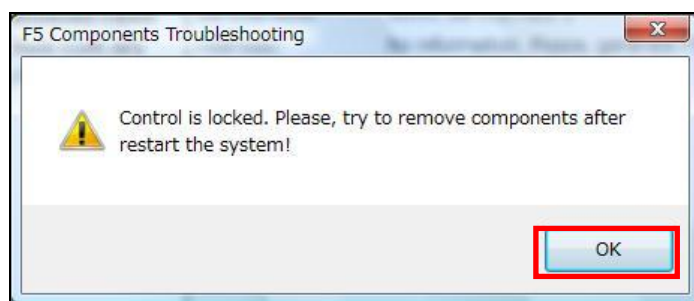
Uncheck **Generate report before removing** and click **Yes**.



The following warning may be shown. Click **Yes**



If the following warning is displayed, click **OK** and Restart the system.
Then, do again from 「5.2.」



After uninstalling, close the BIG-IP Edge Components Troubleshooting.

5.3. Deleting dial-up Connections

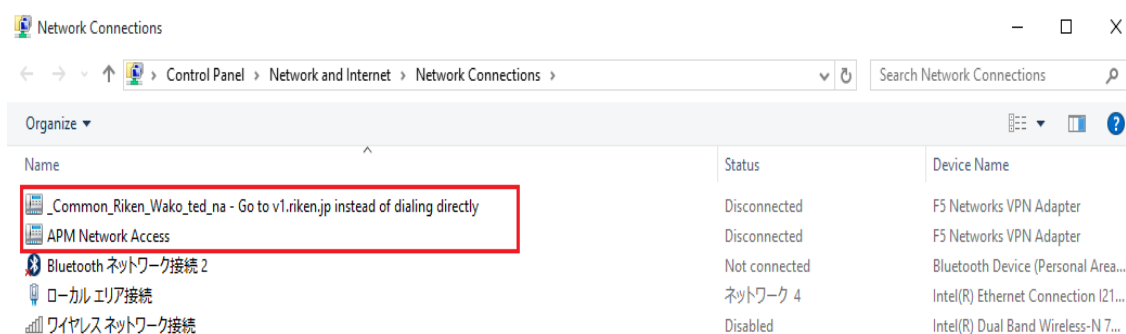
Open **Network Connections**.

Go to [Windowkey+x]->[Control Panel] and click

[Network and Internet]->[Network and Sharing Center].

Click **Change adapter settings** of the left panel.

Select the connection (connection destination)-Go to v1(or v2).riken.jp instead of dialing directly ,APM Network Access and delete it



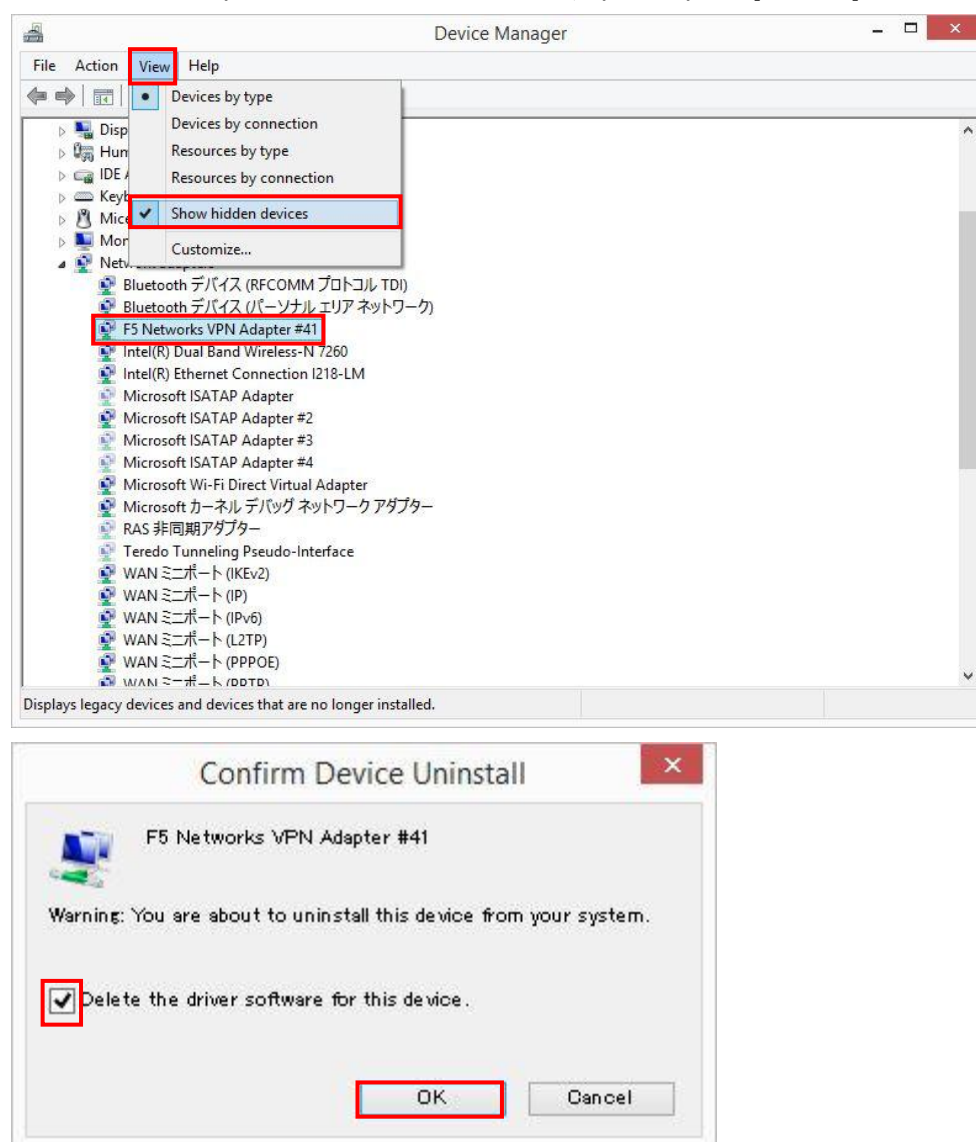
5.4. Deleting network adaptor driver

Open **Device Manager**.

Go to [Windowskey+x]->[Control Panel]->[Hardware and Sound] and click **Device Manager**.

Click on **View** and select Show hidden devices in the menu-bar. Delete **F5 Networks VPN Adapter** shown under **Network adapters**.

※The driver may not exist. In that case, you may skip this procedure.



5.5. Restart the system

Delete the file (**f5wininfo.exe**), and restart the system.



【Mac OS X 10.11 / Safari 9】

*Make sure to import the client certificate before making access.

◆Network Access Manual◆

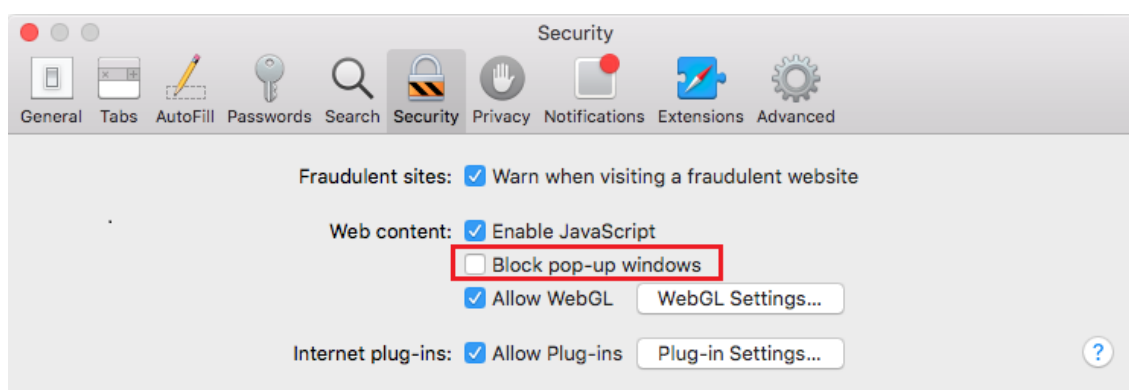
1. Prior Settings

1.1. Pop-up Block

Start **Safari**.

Go to **Safari** in the menu bar and click **Preferences**.

Select the **Security** tab and uncheck **Block pop-up windows**.



2. Accessing VPN

Access the following URL with Safari.

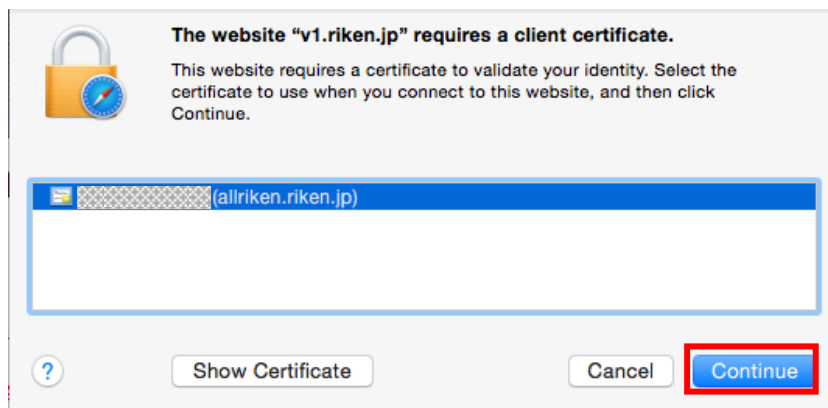
<https://v1.riken.jp>

2.1. Client Certificate Confirmation

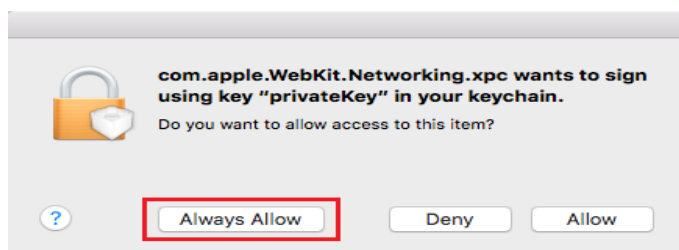
When the following prompt is displayed, confirm the certificate you have pre-installed and click **Continue**.

If the following prompt is displayed twice, click **OK** both times.





When prompted with using key "private key" in your keychain, click **Always Allow**.
By doing this, it won't ask you the next time.



2.2. Connect Network Access

Click **Riken_**(connection destination) in the home screen.



2.3. Client Component Installation *Only on first connection

The following pop-up window will show. Click [click here](#).



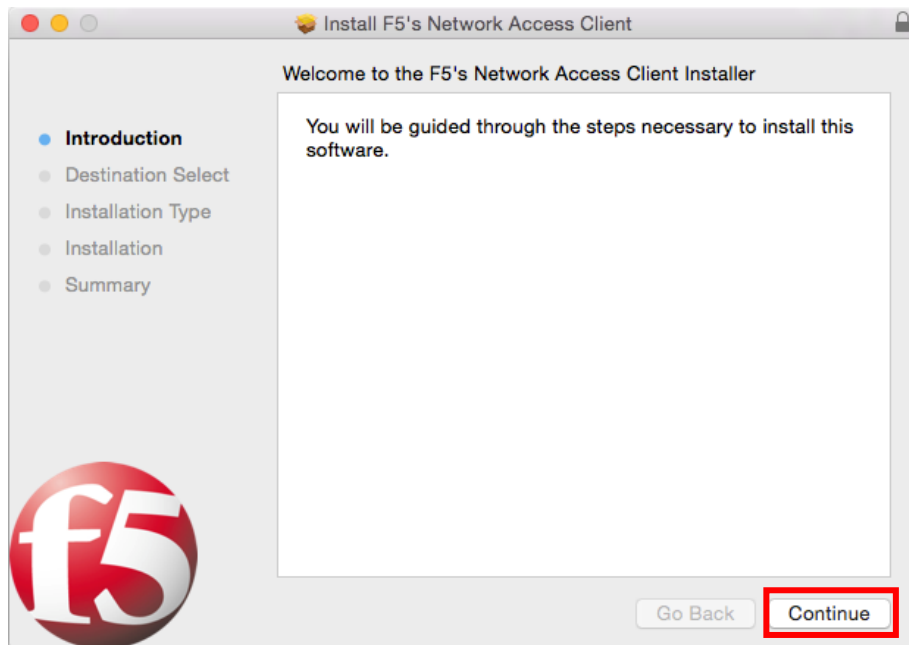
The following pop-up window will show. Click 1. [Click here](#) and download `mac_sslvpn.pkg`.



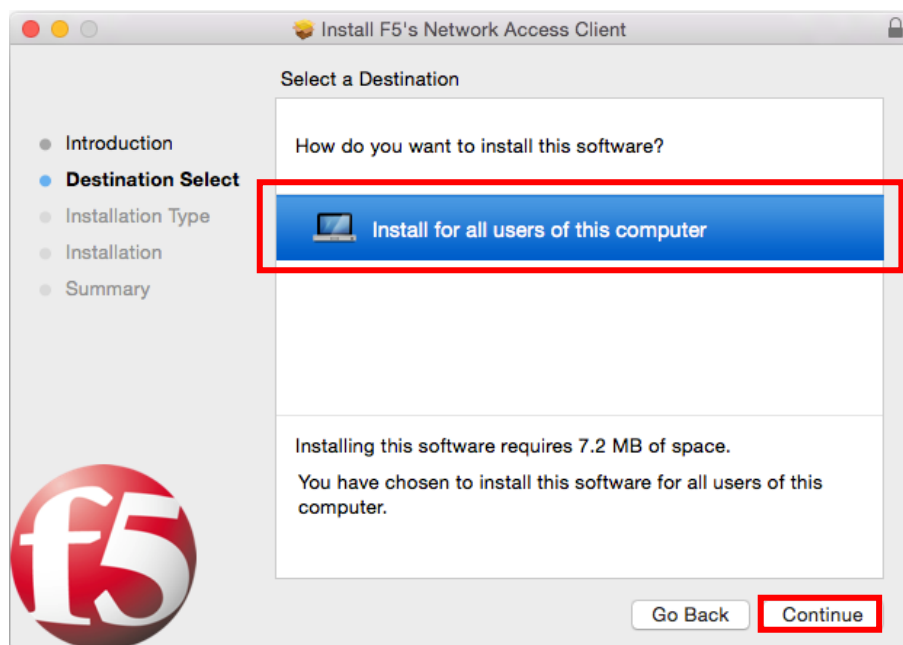
Click on `mac_sslvpn.pkg`.



Please execute [`mac_sslvpn.pkg`]. An **Install F5's Network Access Client** will open.
Click on **Continue**.



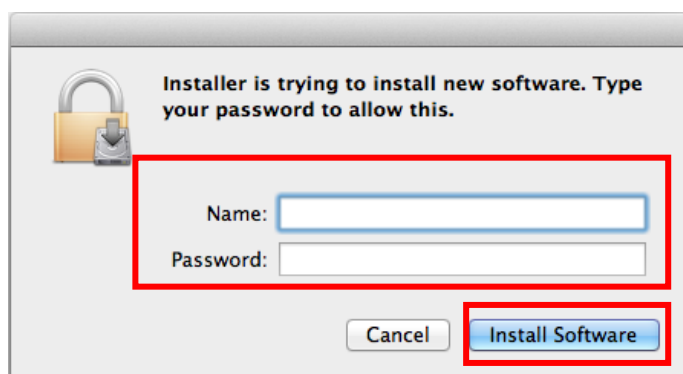
When the following question screens are displayed, click on **Install for all users of this computer**, click on **Continue**.



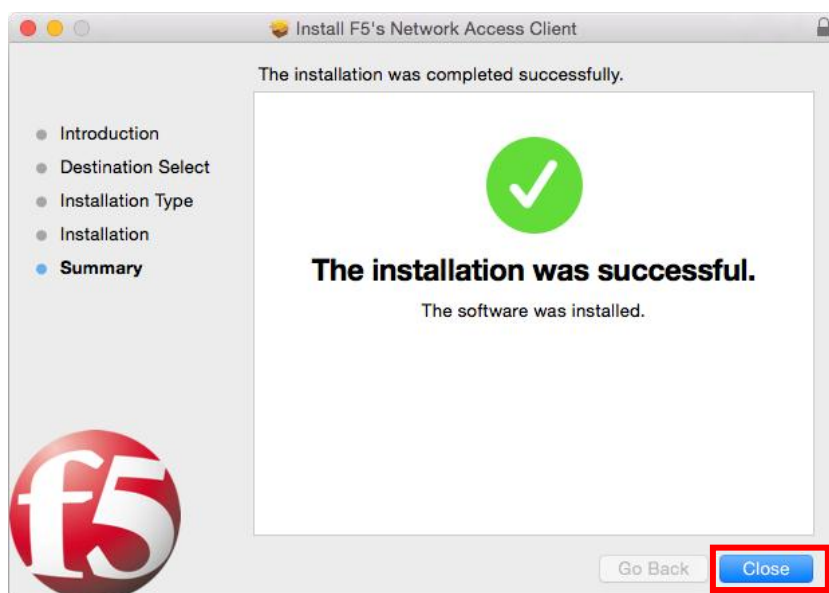
Click **Install**.



Enter your administrator's account and password and click on **Install Software**.



Wait to be told that the installation is complete. Click on **Close** to close the installer window.



Restart Safari.

Click **Logout** in the home screen and quit Safari.

※Clicking [×] of the web browser will not quit Safari.

Click **Safari** in the menu bar and click **Quit Safari**.



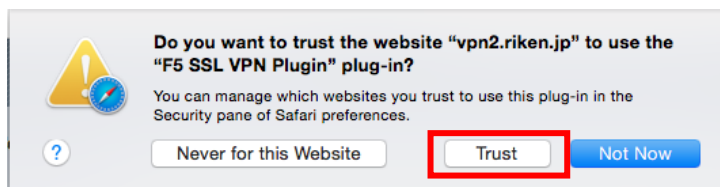
Access the following URL

<https://v1.riken.jp>

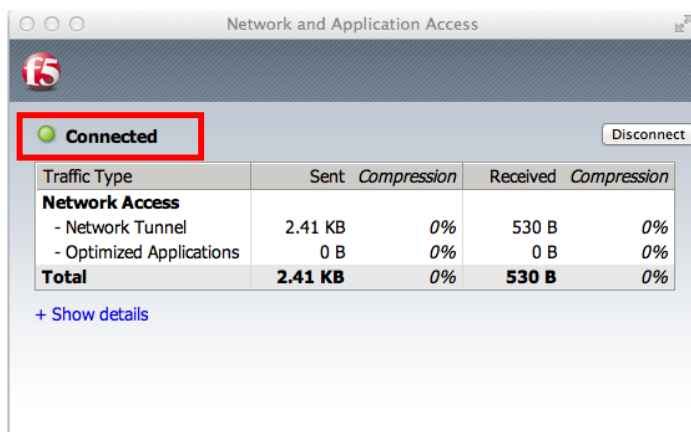
Click **Riken_**(connection destination) in the home screen.

2.4. Connection

When a plug-in use confirmation pop-up appears, click on **Trust**.



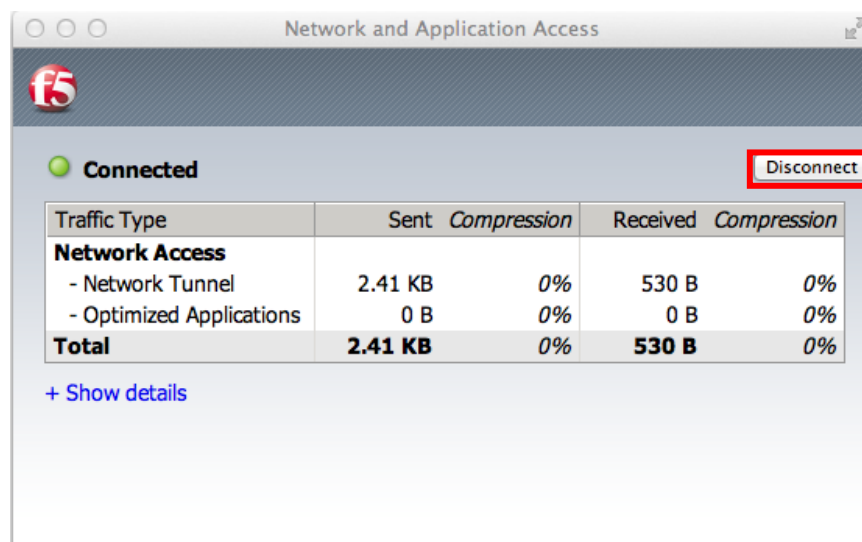
Once the connection has been made, the following window will appear with the message **Connected**.



3. Disconnect VPN

3.1. Disconnect Network Access

Click **Disconnect**.



3.2. Logout

Click **Logout** in the upper right hand corner in the home screen



◆Removing Client Components◆

4. Removing client components for Mac OS X 10.11

4.1. Restart the system

Restart the system. This is necessary in order to release the file locked during the process.

4.2. Remove components

Open Terminal.

Go to **Finder->Applications->Utilities->Terminal**

Note, once you have deleted the file it cannot be restored. Make sure to delete it with caution.

※The space key will be shown as `_` in the commands.

Log in as a super user. Enter the super user password.

```
# su _ -
```

Run the following commands and change the current directory.

```
# cd _ " ¥Library¥Internet_Plug-Ins¥"
```

Run the following commands and delete the files. (This procedure is not necessary if the files do not exist.)

```
# rm _-r _ " F5_SSL_VPN_Plugin.plugin"
```

```
# rm _-r _ f5_sslvpn.bundle
```

```
# rm _-rf _ " F5_Inspection_Host_Plugin.plugin"
```

Run the following commands and change the current directory.

※ xxxxxxxx should show as your user name.

```
# cd _ " ¥Users¥xxxxxx¥Library¥Internet_Plug-ins"
```

Run the following commands and delete the files. (This procedure is not necessary if the files do not exist.)

```
# rm _-r _ F5*
```

Run the following commands and change the current directory.

```
# cd _ ¥private¥tmp¥
```



Run the following commands.

```
# ls_f5*
```

This will search for F5?????????????. (The ?????~ is a random character string of 13 digits. Run the following command to delete it. (This procedure is not necessary if the file does not exist.)

```
# rm-r_f5?????????????
```

Run the following commands and change the current directory.

```
# cd_¥private¥var¥db¥receipts¥
```

Run the following commands.

```
# rm_-rf_F5*
```

Run the following commands and exit **Terminal**.

```
# exit
```

```
# exit
```



【Mac OSX 10.11 / BIG-IP Edge Client】

*Make sure to import the client certificate before making access.

In order to perform a VPN connection with BIG-IP Edge Client, it is necessary to have performed the VPN connection once by using browser.

If you have not done a VPN connection by using browser, you need to do steps of the [Mac OS X 10.11 / Safari 8] (p44~).

◆Network Access Manual◆

1. Download BIG-IP Edge Client Installer

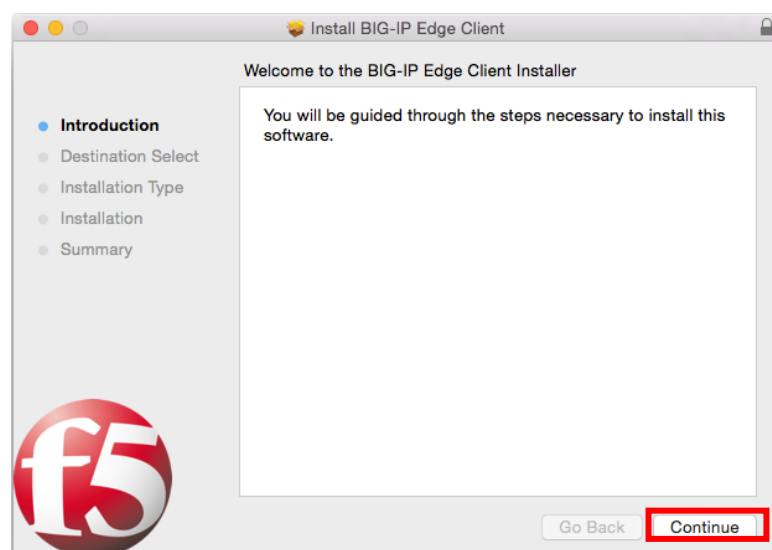
Download BIGIPMacEdgeClient.zip from the following URL:

<https://teldevice.my.salesforce.com/sfc/p/10000000a2Q8/a/10000000D9kX/plo00KYr6zDSX1UftpHt1a9v05Q2AWTEgrb0KkAp7LO>

2. Install the BIG-IP Edge Client

2.1. Execute mac_edgesvpn.pkg.

Execute **mac_edgesvpn.pkg** and click **Continue**.

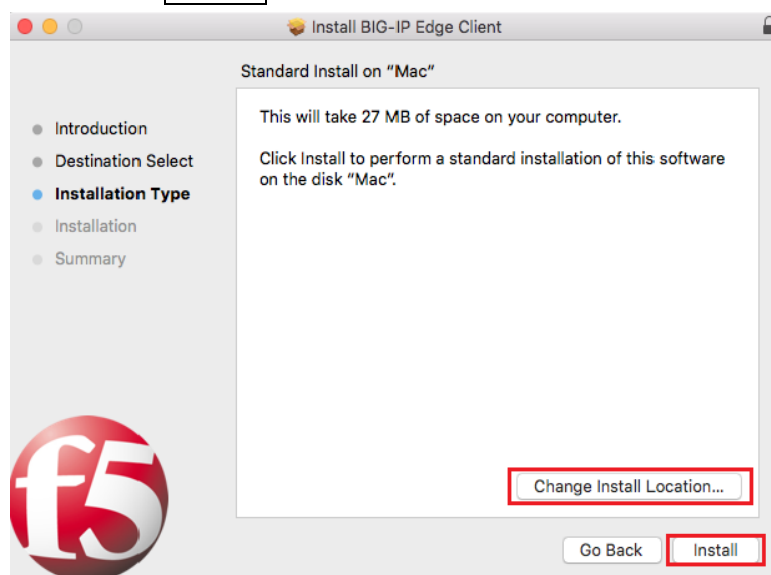


Click on **Continue**.



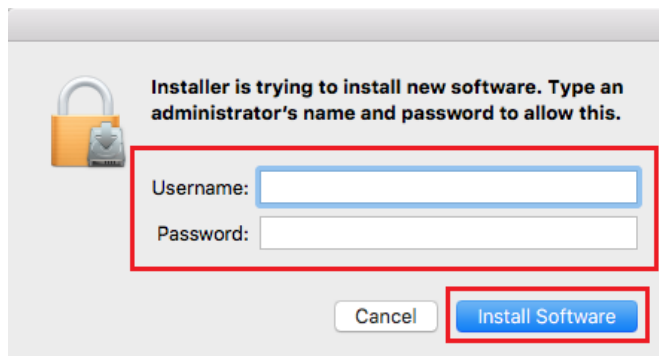
When you change an install location, click **Change Install Location** and select the local storage which your home directory is belong to.

Then click **Install**.



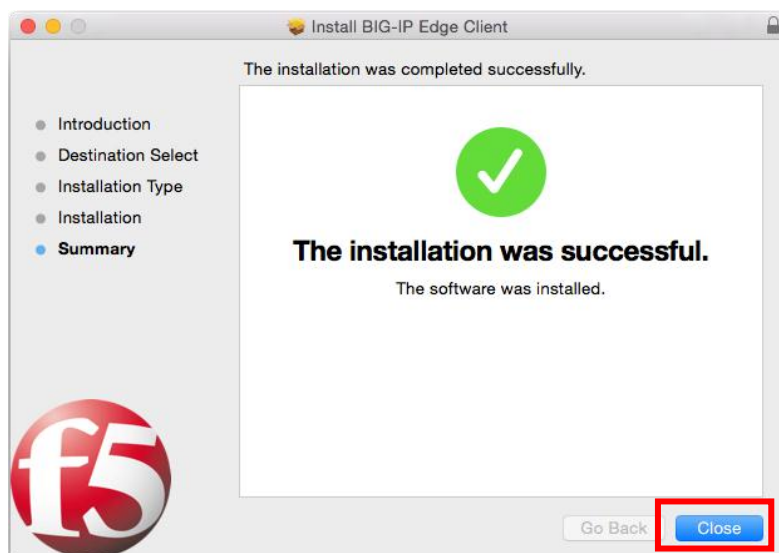
Enter your administrator's account and password and click **Install Software**.





Wait until the installation is completed.

When the following messages appear, click **Close**.

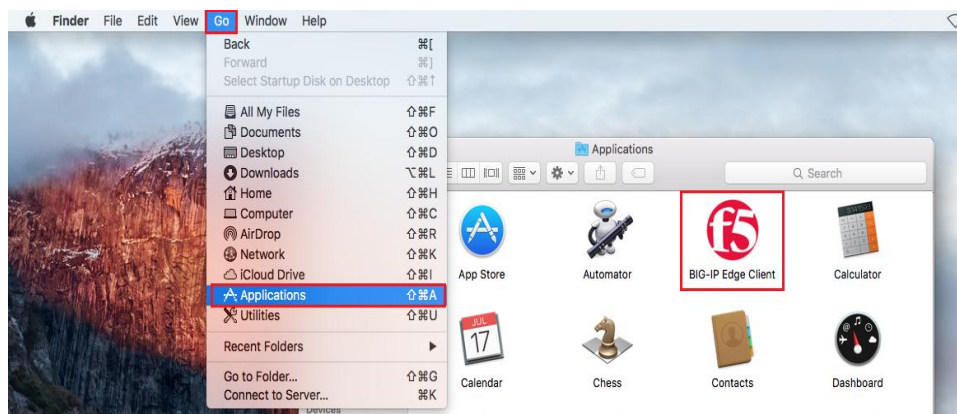


3. Access to VPN Services



3.1. Start the BIG-IP Edge Client

Go to **Go->Applications** and click **BIG-IP Edge Client**.



3.2. Designation of the connection destination server *Only on first connection

Click an arrow which displays upper right and choose **Add New Server**.



Enter the 「<https://v1.riken.jp>」 in the blanks and Click **Verify**.





Make sure that **Server (v1.riken.jp)** successfully verified is shown, click **Add and Connect**.



If the following prompt is displayed, click **Continue** several times.





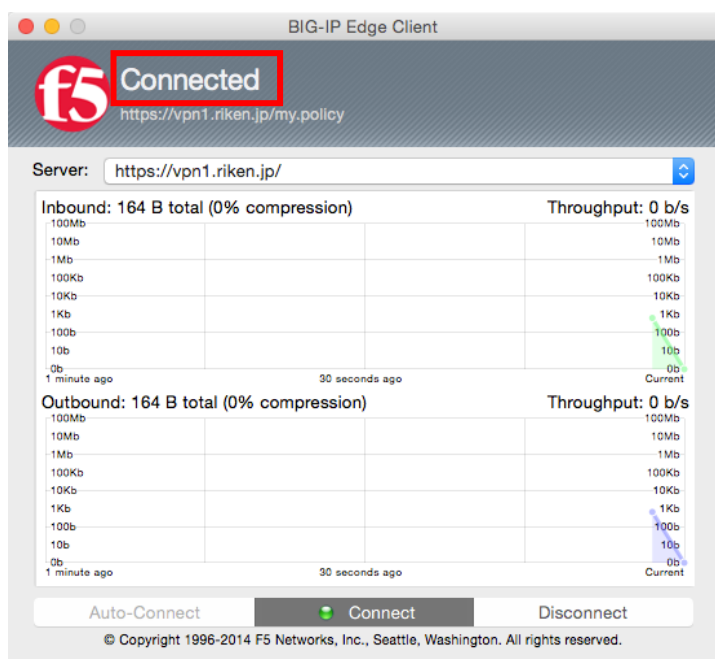
When prompted with using key “private key” in your keychain, click **Always Allow**.
By doing this, it won't ask you the next time.



Once the connection has been made, the following window will appear with the message



Connected.



3.3. Connect to VPN *When you use BIG-IP Edge Client before

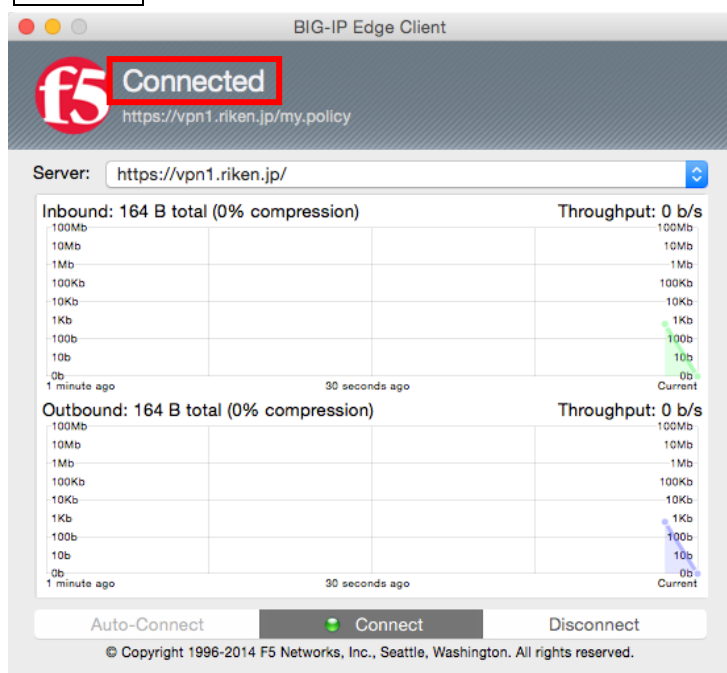
Make sure that the server address is <https://v1.riken.jp>, click **Connect**.



Once the connection has been made, the following window will appear with the message



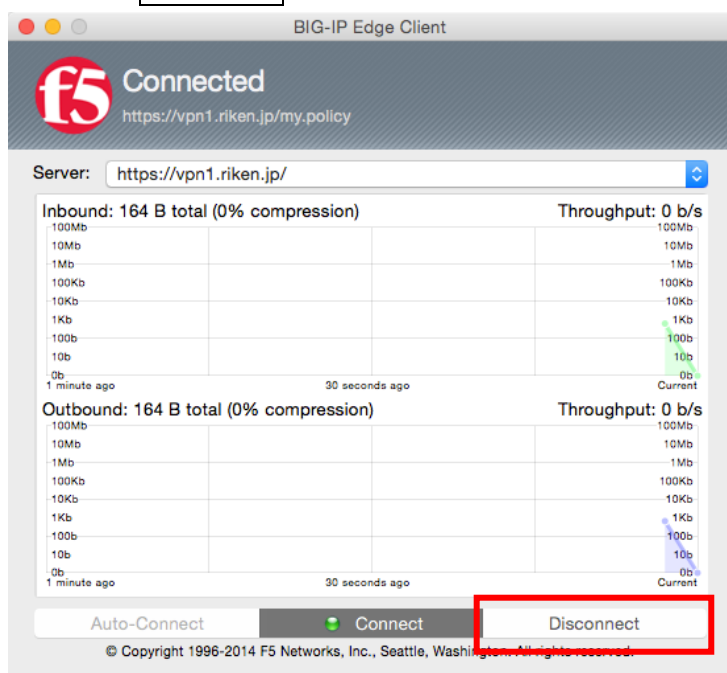
Connected.



4. Disconnect VPN

4.1. Disconnect VPN

Click on **Disconnect**.



The following window will appear and then close BIG-IP Edge Client.





5. Removing BIG-IP Edge Client from Mac OS X 10.11

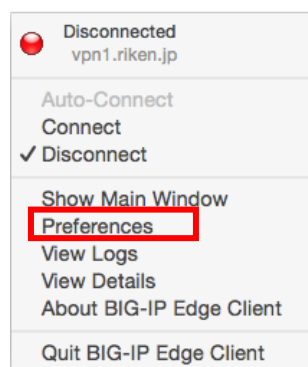
5.1. Uninstall BIG-IP Edge Client

Execute BIG-IP Edge Client.

Click (f5) mark in the Menu Bar.

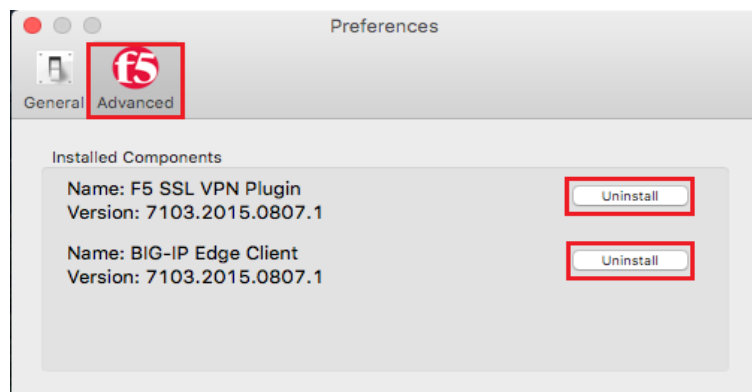


Click **Preferences**.

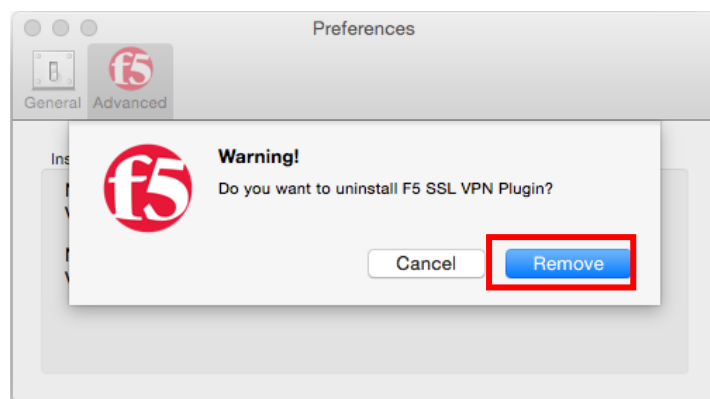


Click **Advanced**

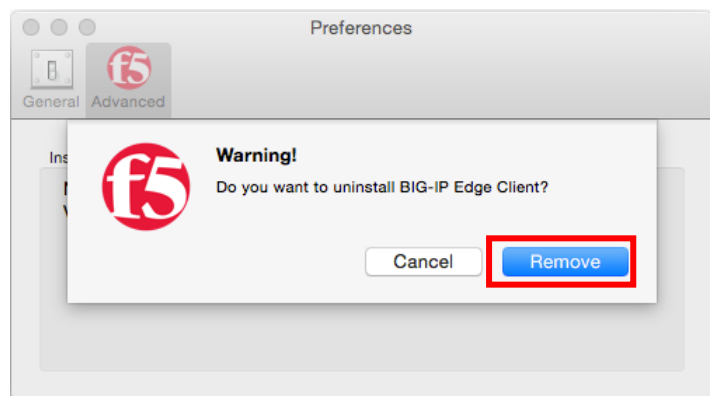




Click **Uninstall** which displays right side of **F5 SSL VPN Plugin** and click **Remove**.
Once the account password is required, after entering, please click **OK**.



Click **Uninstall** which displays right side of **BIG-IP Edge Client** and click **Remove**.



5.2. Remove components



Open Terminal.

Go to **Go->Applications->Utilities->Terminal**

Note, once you have deleted the file it cannot be restored.

※The space key will be shown as `_` in the commands.

Log in as a super user. Enter the super user password.

```
# su _ -
```

Enter the following commands and change the current directory.

```
# cd _ " ¥Library¥Internet_Plug-Ins¥"
```

Enter the following commands and delete the files. (This procedure is not necessary if the files do not exist.)

```
# rm _-r _ " F5_SSL_VPN_Plugin.plugin"
```

```
# rm _-r _f5_sslvpn.bundle
```

```
# rm _-rf _ " F5_Inspection_Host_Plugin.plugin"
```

Enter the following commands and change the current directory.

※ xxxxxxx should show as your user name.

```
# cd _ " ¥Users¥xxxxxx¥Library¥Internet_Plug-ins"
```

Enter the following commands and delete the files. (This procedure is not necessary if the files do not exist.)

```
# rm _-r _F5*
```

Enter the following commands and change the current directory.

```
# cd _¥private¥tmp¥
```

Enter the following commands.

```
# ls _f5*
```

This command will search for `F5??????????????`. (The `????~` is a random character string of 13 digits.

Enter the following command to delete it. (This procedure is not necessary if the file does not exist.)

```
# rm-r _f5??????????????
```



Enter the following commands and change the current directory.

```
# cd _private/var/db/receipts
```

Enter the following commands.

```
# rm -rf F5*
```

Enter the following commands and exit **Terminal**.

```
# exit
```

```
# exit
```

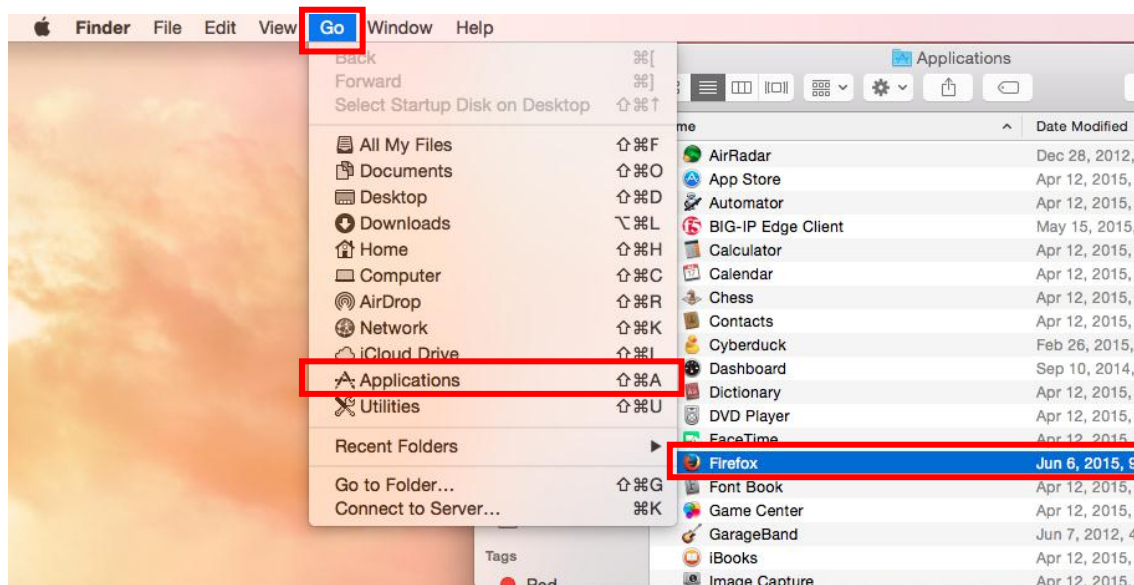

【 Utilize the multiple certification by Mac OSX 】

※Refer to the following information when using the multiple certification by Mac

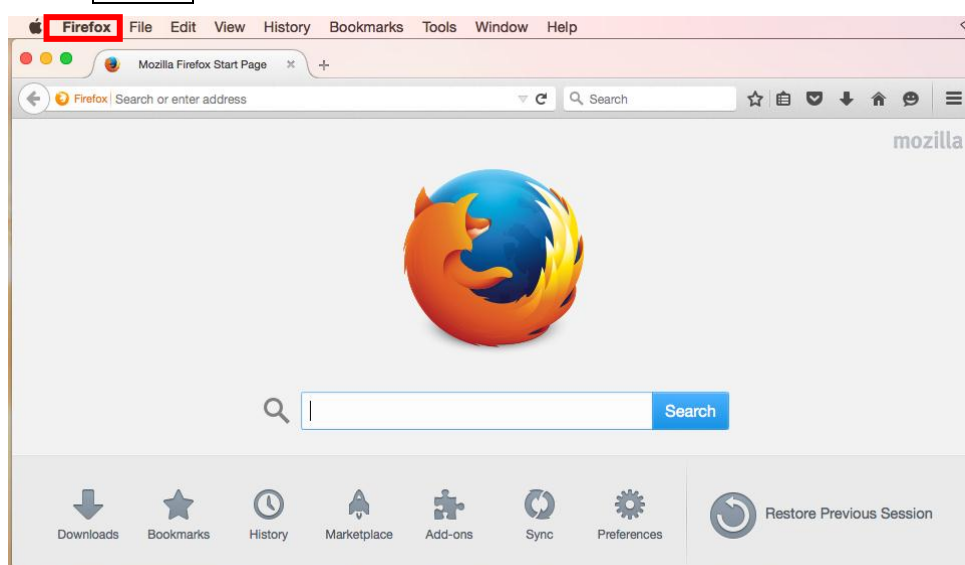
◆Clients Certificate Import Manual◆

Start the Firefox.

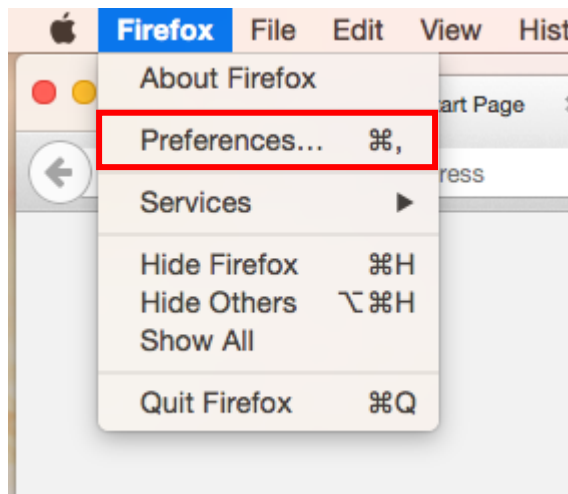
Got to **Go**→**Applications** and click **Firefox**.



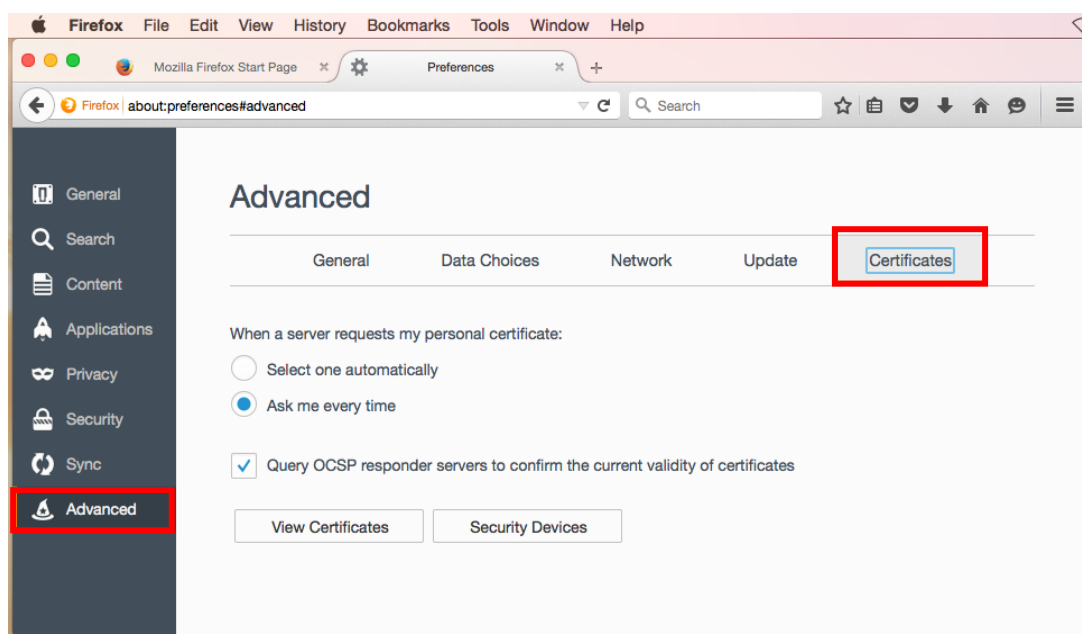
Click **Firefox** in the menu bar.



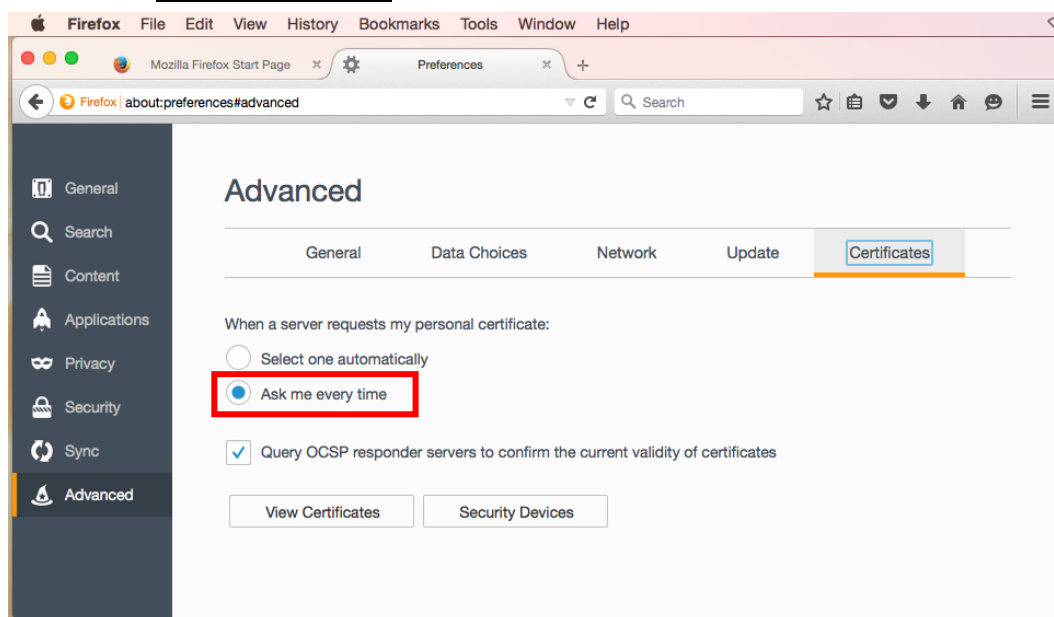
Click **Preferences** in the Firefox menu.



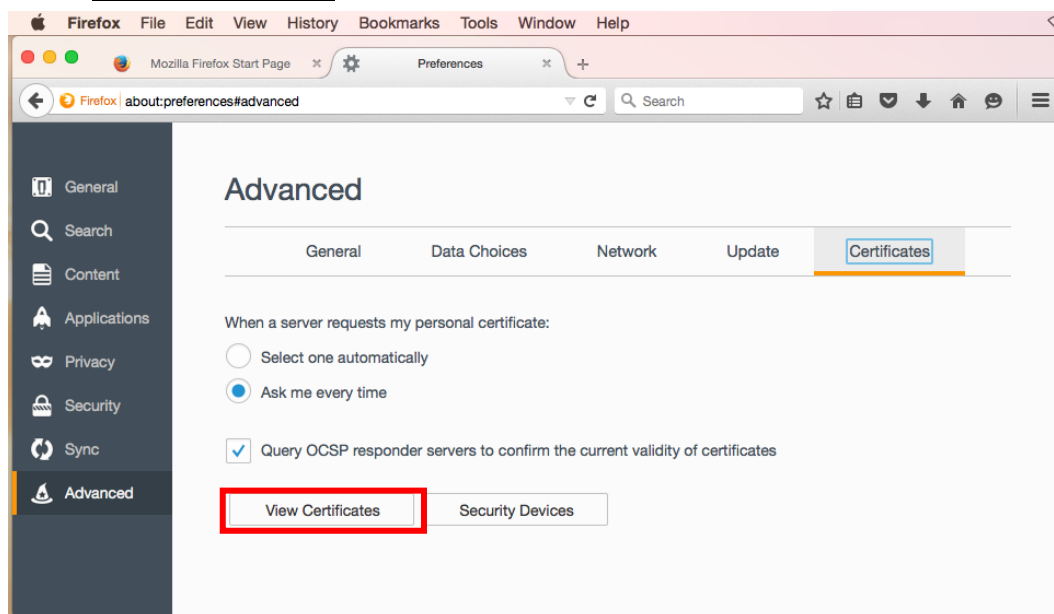
Go to **Advanced** and click **Certificates** after open preference window.



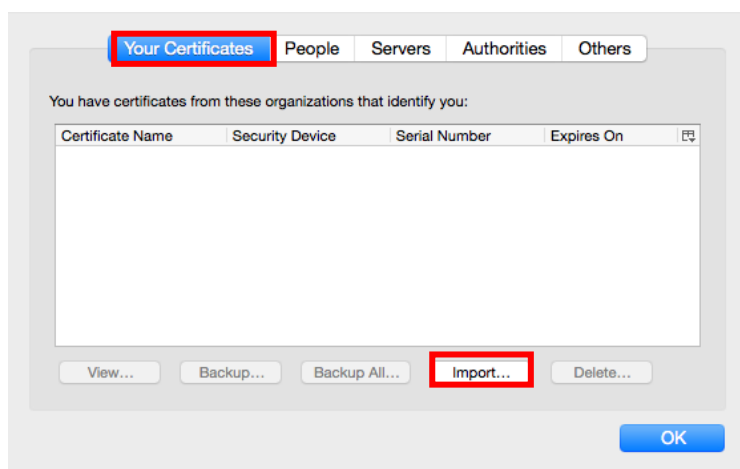
Select the **Ask me every time** in the **When a server requests my personal certificate**:



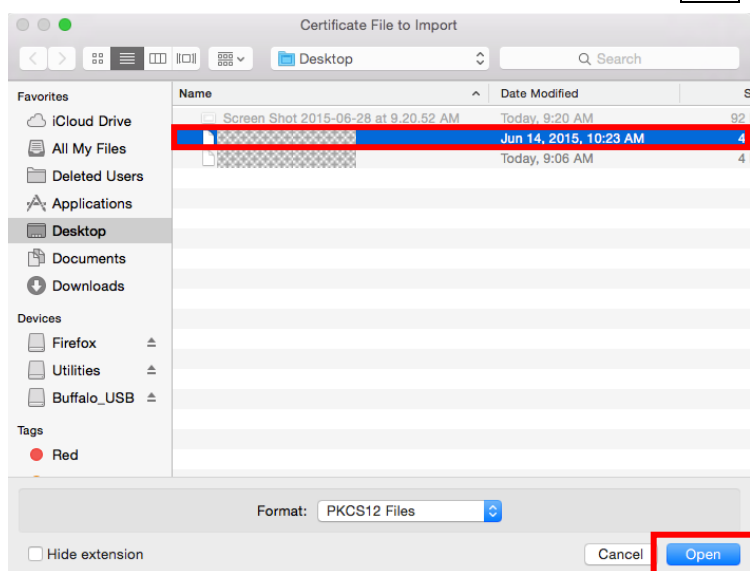
Click **View Certificates**.



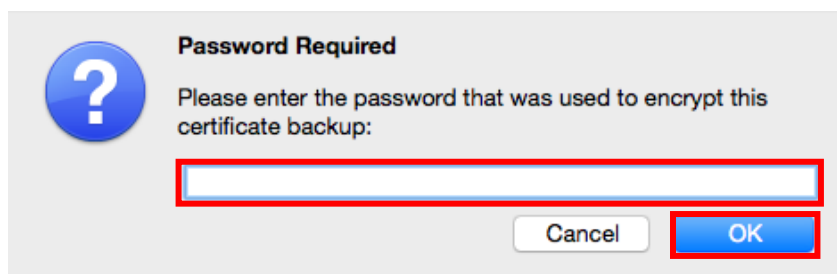
Click **Your Certificates** → **Import**.



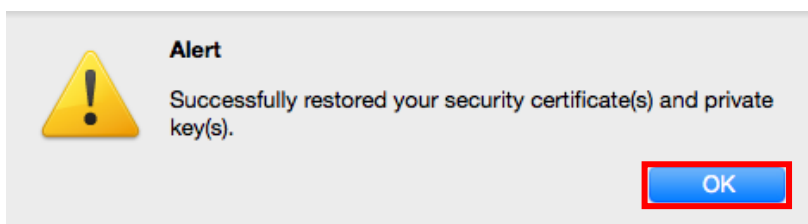
Select the certificates for importing and click **Open**.



Enter certificate password and click **OK**.



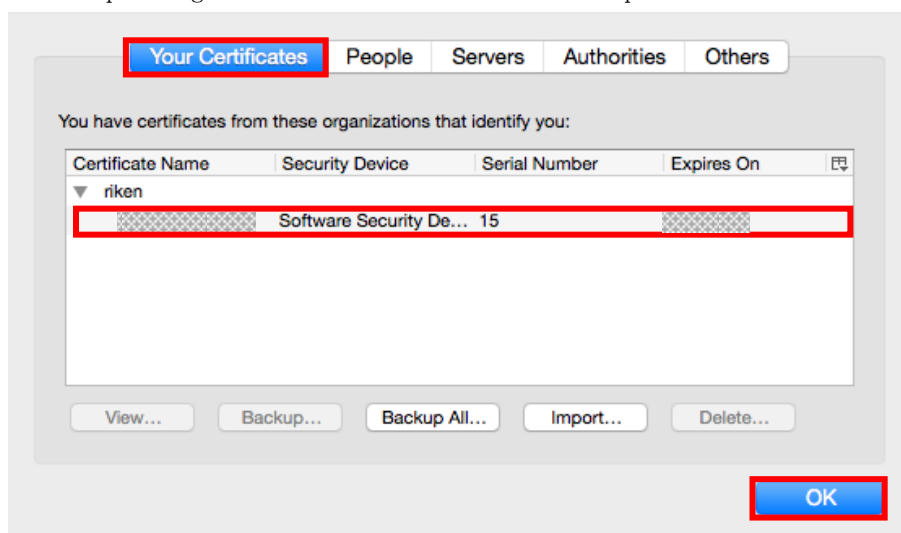
When the alert message is displayed, click **OK**.



Make sure that new certificate is displayed in **Your Certificates**.

If all certificates for importing are displayed, click **OK**.

Then importing the Client Certificate is completed.

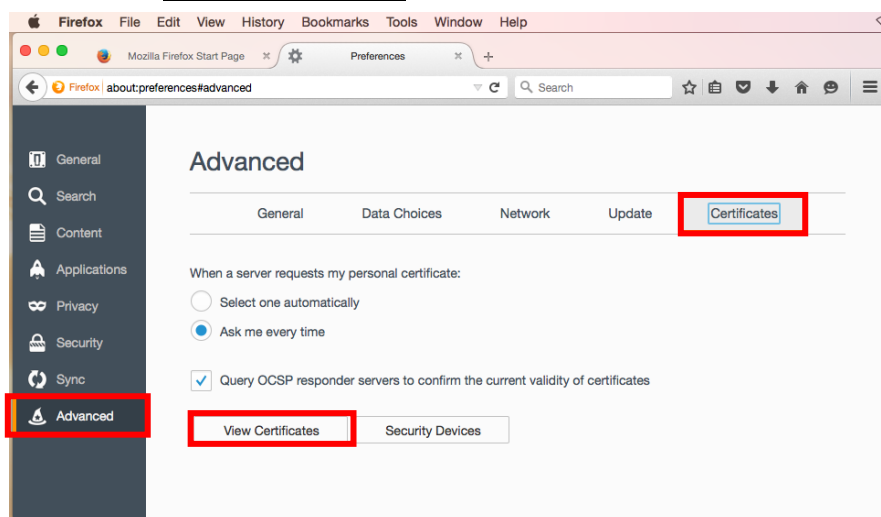


◆Clients Certificate Delete Manual◆

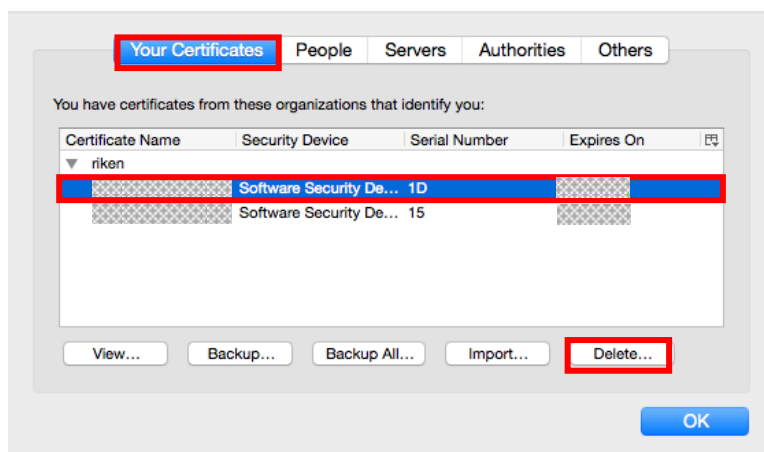
Click **Firefox** in the menu bar.

Go to **Advanced** and click **Certificates** after open preference window.

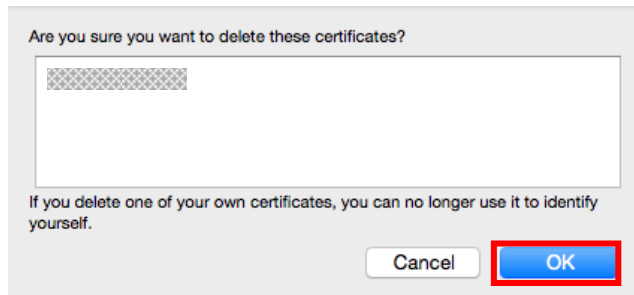
Then click **View Certificates**.



Select the certificate for deleting in **Your Certificates** and click **Delete...**.



The following window will appear, click **OK**.



◆Network Access Manual◆

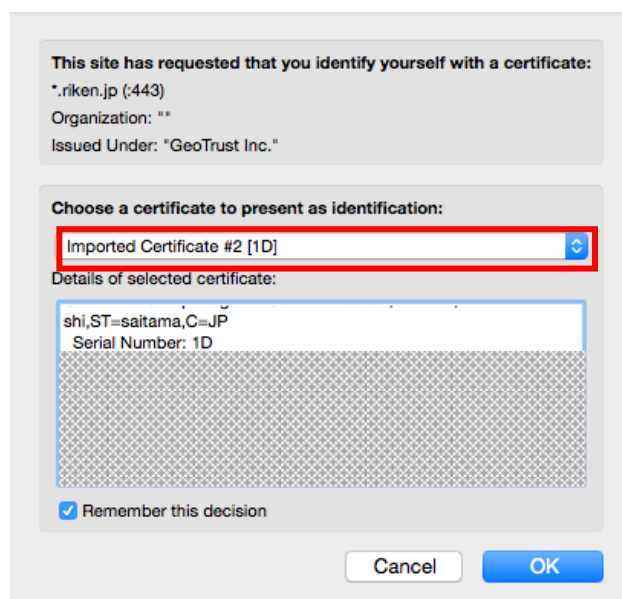
1. Accessing VPN

Access the following URL with Firefox.

<https://v1.riken.jp>

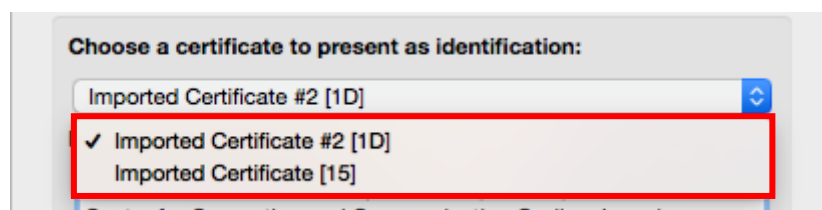
1.1. Select Client Certificate

Click **Imported Certificate** after open certificate select window.

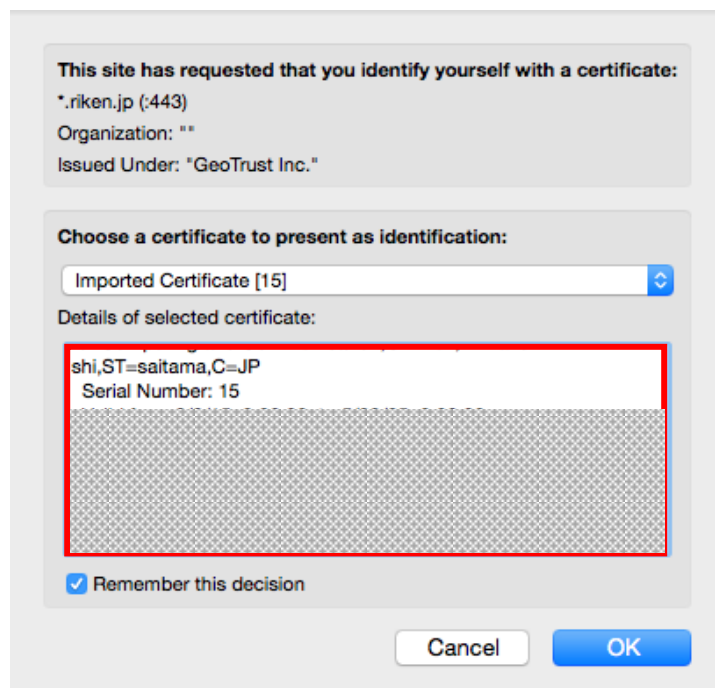


Select one certificate.

※The detail information of the certificate will be shown the following steps.



Click **Details of selected certificate.**



This site has requested that you identify yourself with a certificate:
*.riken.jp (:443)
Organization: ""
Issued Under: "GeoTrust Inc."

Choose a certificate to present as identification:
Imported Certificate [15]

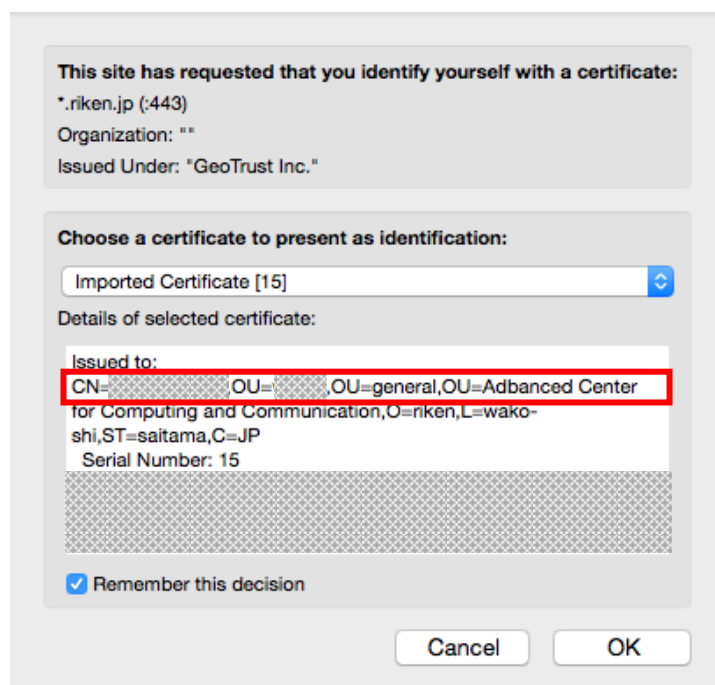
Details of selected certificate:

shi,ST=saitama,C=JP
Serial Number: 15

☒ Remember this decision

Cancel OK

Scroll to the top and check the **CN** and **OU** status.



This site has requested that you identify yourself with a certificate:
*.riken.jp (:443)
Organization: ""
Issued Under: "GeoTrust Inc."

Choose a certificate to present as identification:
Imported Certificate [15]

Details of selected certificate:

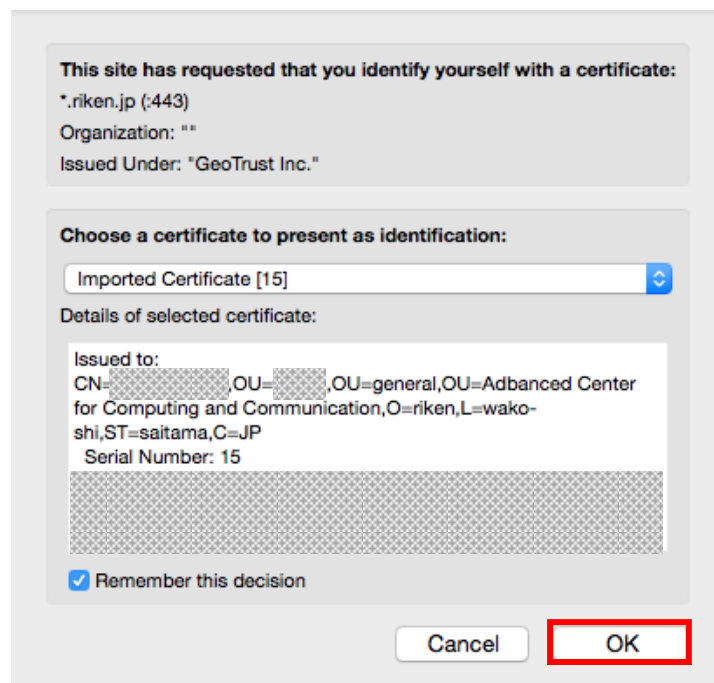
Issued to:
CN=,OU=,OU=general,OU=Advanced Center
for Computing and Communication,O=riken,L=wako-
shi,ST=saitama,C=JP
Serial Number: 15

☒ Remember this decision

Cancel OK

If it is the certificate for using, click **OK**.

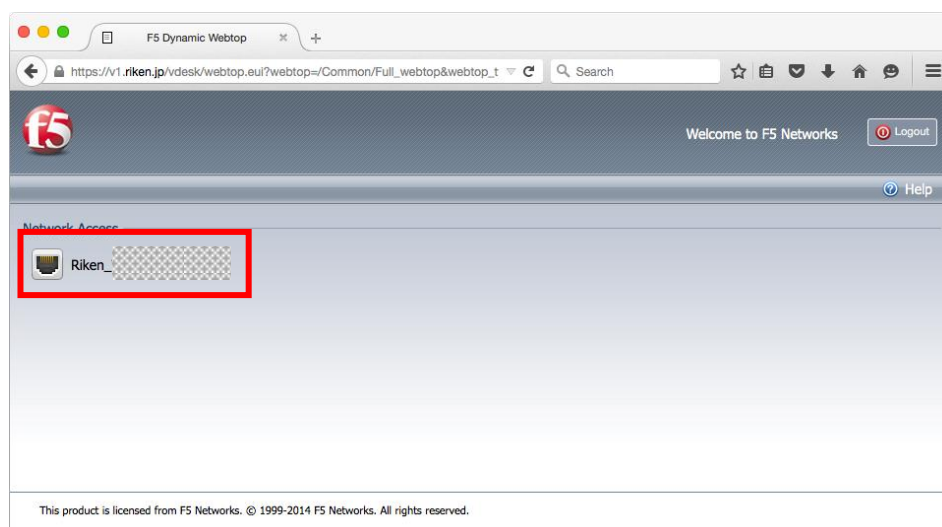
※If it is not the certificate for using, re-implementation from 1.1



If the window that you have seen step 1.1 appeared again, select the same certificate for using and click **OK** again.

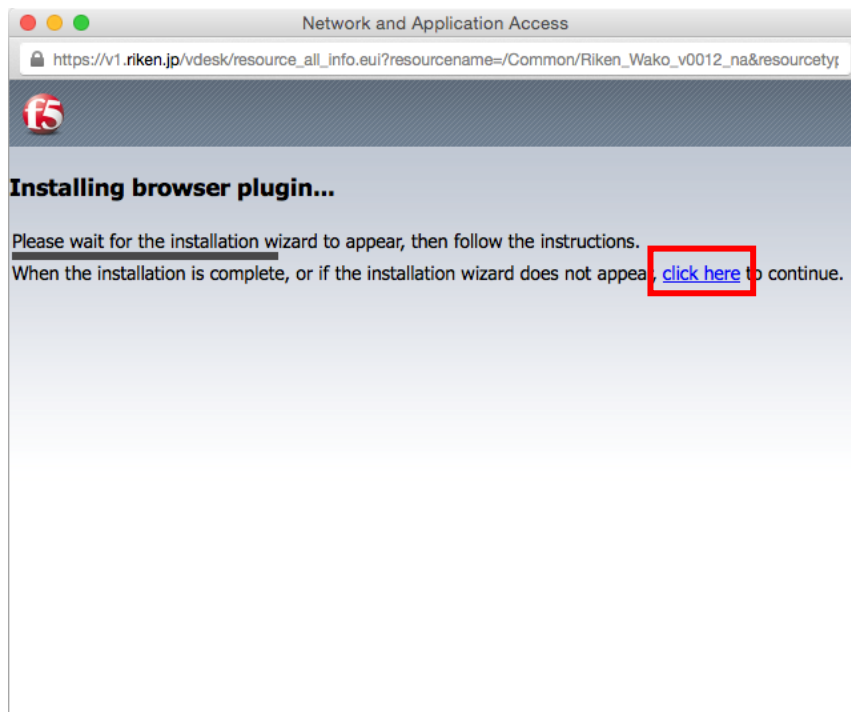
1.2. Connect Network Access

Click **Riken_**(connection destination) in the home screen.



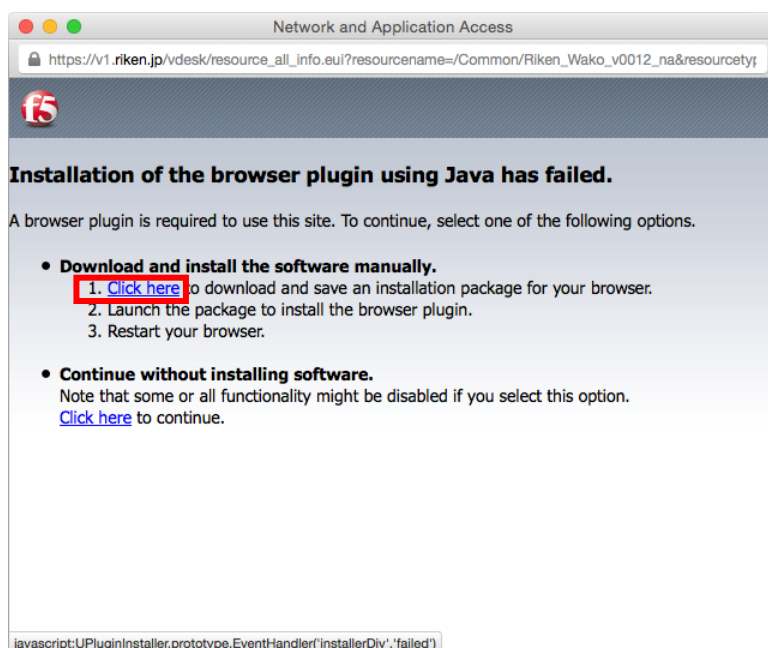
1.3. Client Component Installation *Only on first connection

The following pop-up window will show. Click [click here](#).

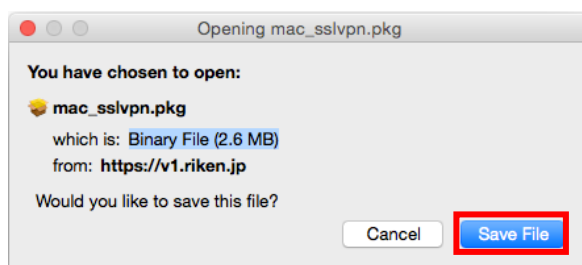


The following pop-up window will show.

Click 1. [Click here](#) and download **mac_sslvpn.pkg**.



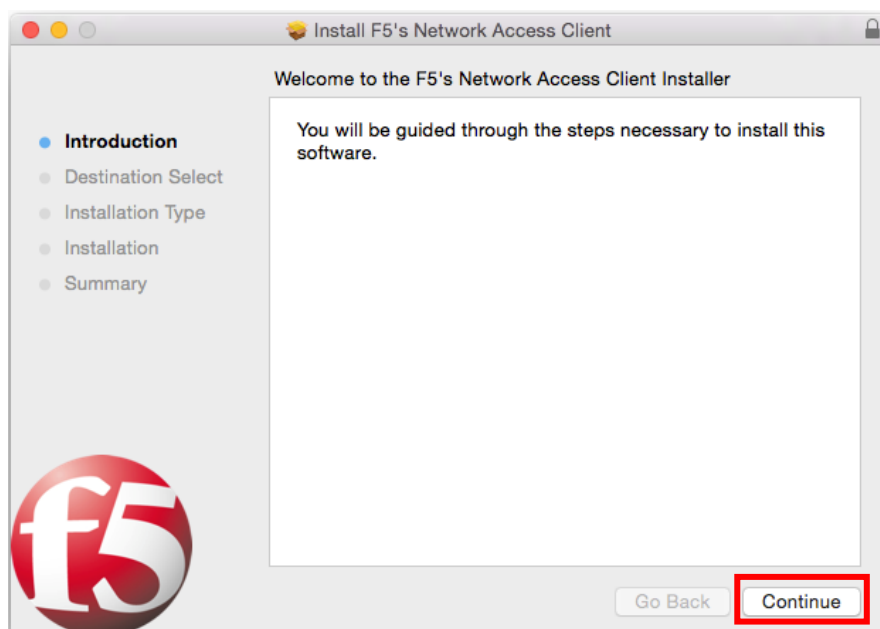
Click **Save File** when the following screen is displayed.



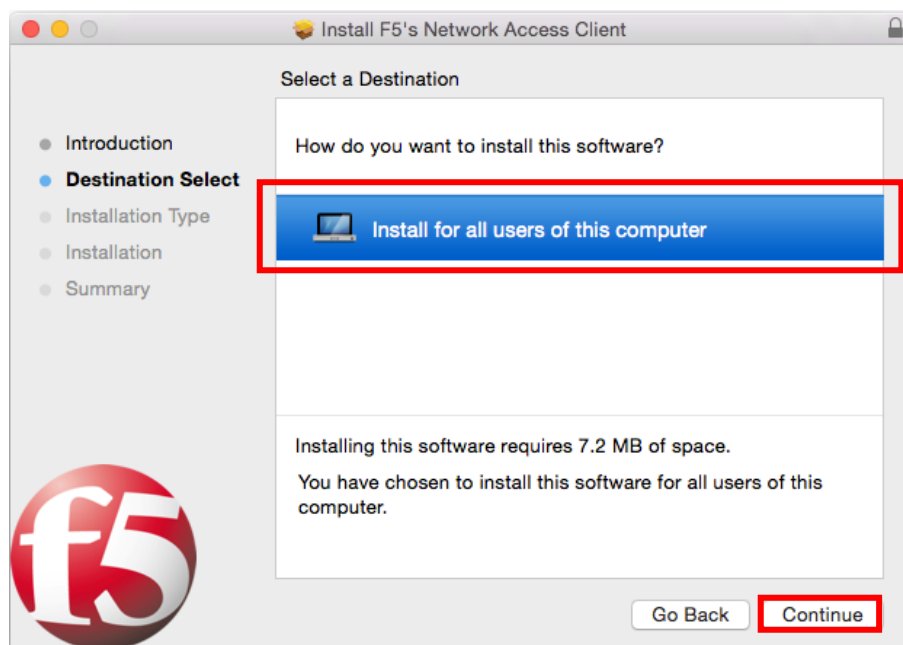
Click on **mac_sslvpn.pkg**.



Please execute [mac_sslvpn.pkg]. An Install F5's Network Access Client will open.
Click on **Continue**.



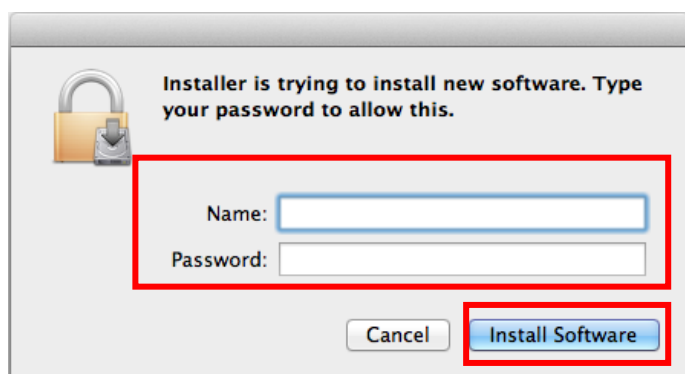
When the following question screens are displayed, click on **Install for all users** of this computer, click on **Continue**.



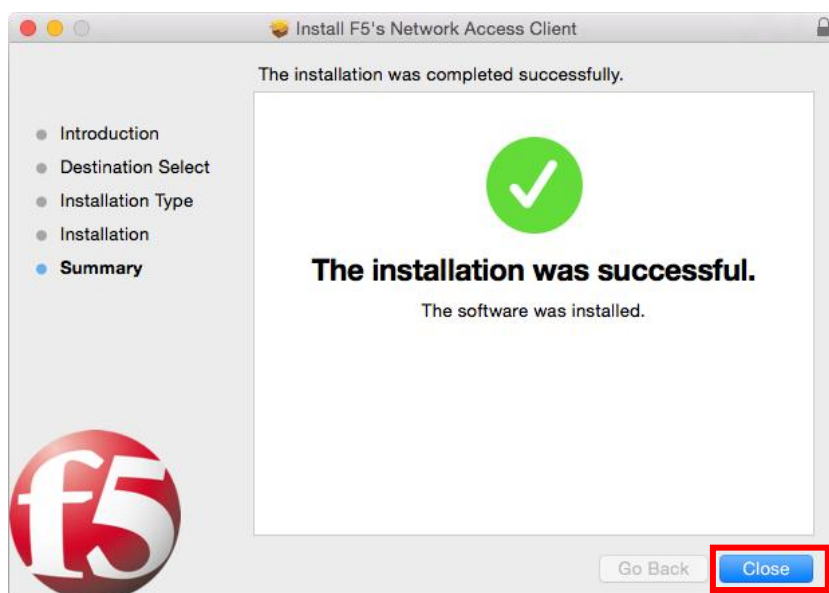
Click **Install**.



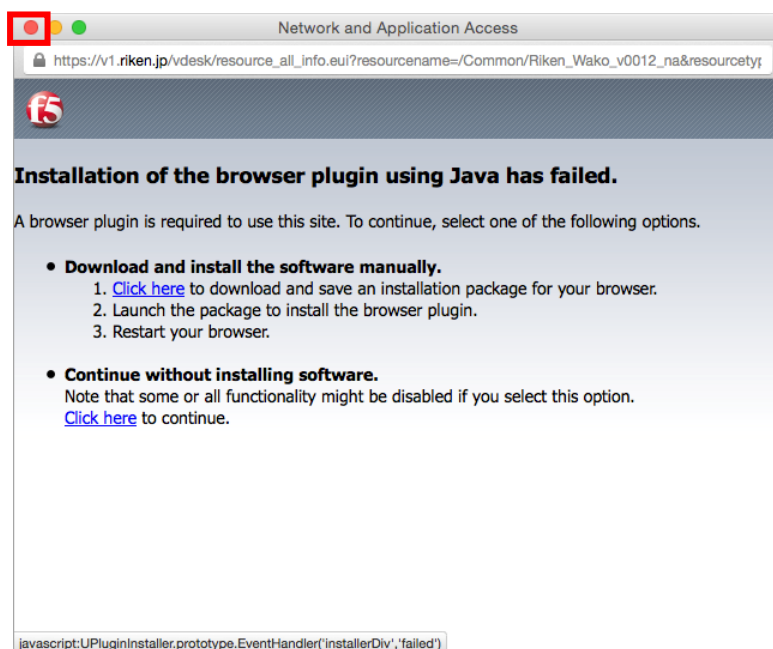
Enter your administrator's account and password and click on **Install Software**.



Wait to be told that the installation is complete. Click on **Close** to close the installer window.

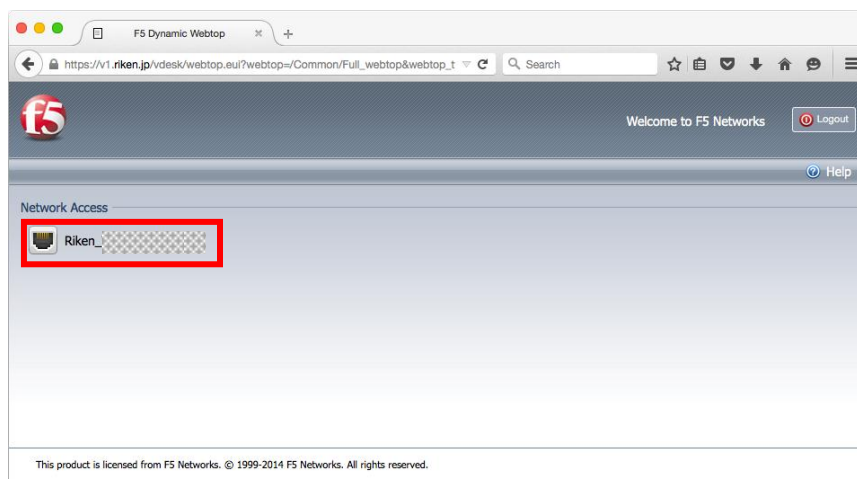


Close the following window by clicking [×].

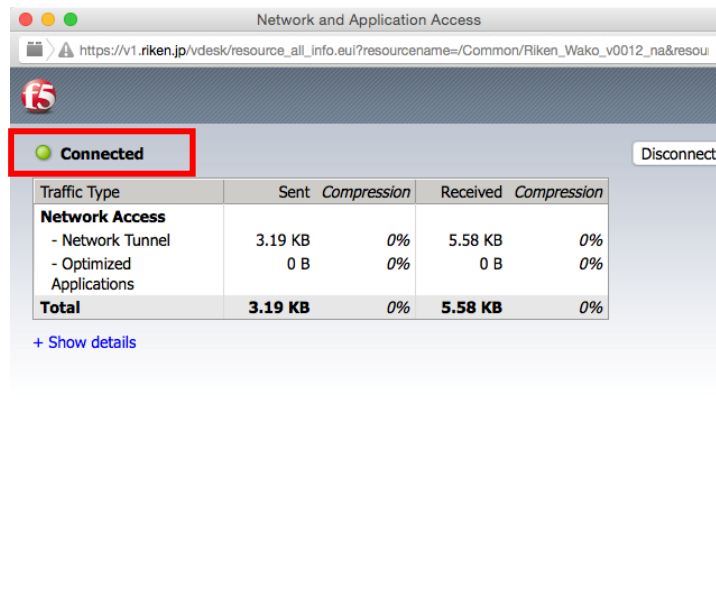


1.4. Connection

Click **Riken_**(connection destination) in the home screen.



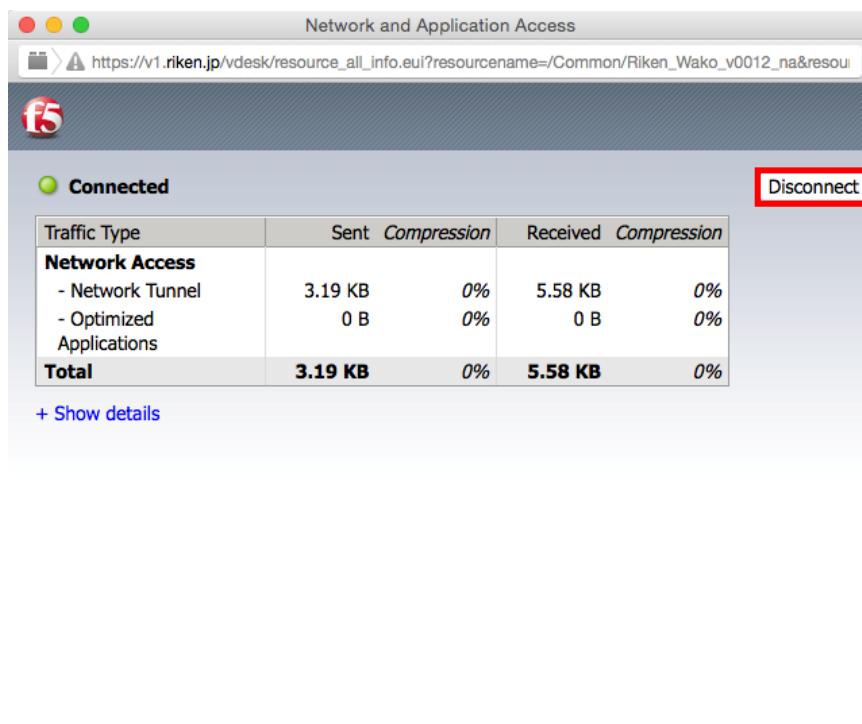
Once the connection has been made, the following window will appear with the message **Connected**.



2. Disconnect VPN

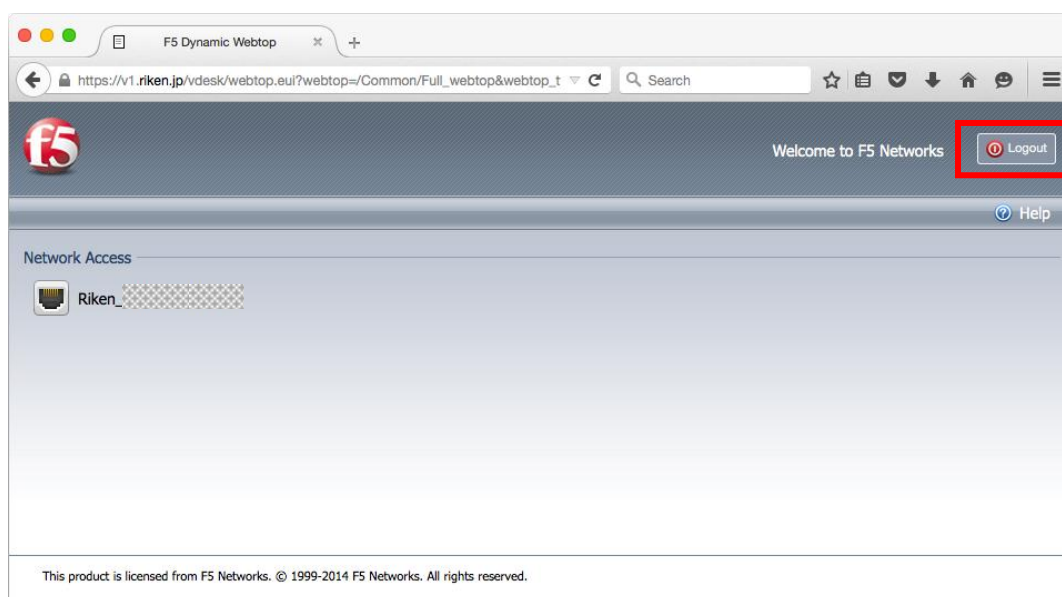
2.1. Disconnect Network Access

Click **Disconnect**.



2.2. Logout

Click **Logout** in the upper right hand corner in the home screen.



◆Removing Client Components◆

3. Removing client components for Mac OS X 10.10

3.1. Restart the system

Restart the system. This is necessary in order to release the file locked during the process.

3.2. Remove components

Open Terminal.

Go to **Finder→Applications→Utilities→Terminal**

Note, once you have deleted the file it cannot be restored. Make sure to delete it with caution.

※The space key will be shown as `_` in the commands.

Log in as a super user. Enter the super user password.

```
# su _ -
```

Run the following commands and change the current directory.

```
# cd _ " ¥Library¥Internet_Plug-Ins¥"
```

Run the following commands and delete the files. (This procedure is not necessary if the files do not exist.)

```
# rm _ -r _ " F5_SSL_VPN_Plugin.plugin"
```

```
# rm _ -r _ f5_sslvpn.bundle
```

```
# rm _ -rf _ " F5_Inspection_Host_Plugin.plugin"
```

Run the following commands and change the current directory.

※ xxxxxxxx should show as your user name.

```
# cd _ " ¥Users¥xxxxxx¥Library¥Internet_Plug-ins"
```

Run the following commands and delete the files. (This procedure is not necessary if the files do not exist.)

```
# rm _ -r _ F5*
```

Run the following commands and change the current directory.

```
# cd _ ¥private¥tmp¥
```



Run the following commands.

```
# ls_f5*
```

This will search for F5?????????????. (The ?????~ is a random character string of 13 digits. Run the following command to delete it. (This procedure is not necessary if the file does not exist.)

```
# rm-r_f5?????????????
```

Run the following commands and change the current directory.

```
# cd_¥private¥var¥db¥receipts¥
```

Run the following commands.

```
# rm_-rf_F5*
```

Run the following commands and exit Terminal.

```
# exit
```

```
# exit
```