Troubleshooting login issues after a recent dbRAS upgrade
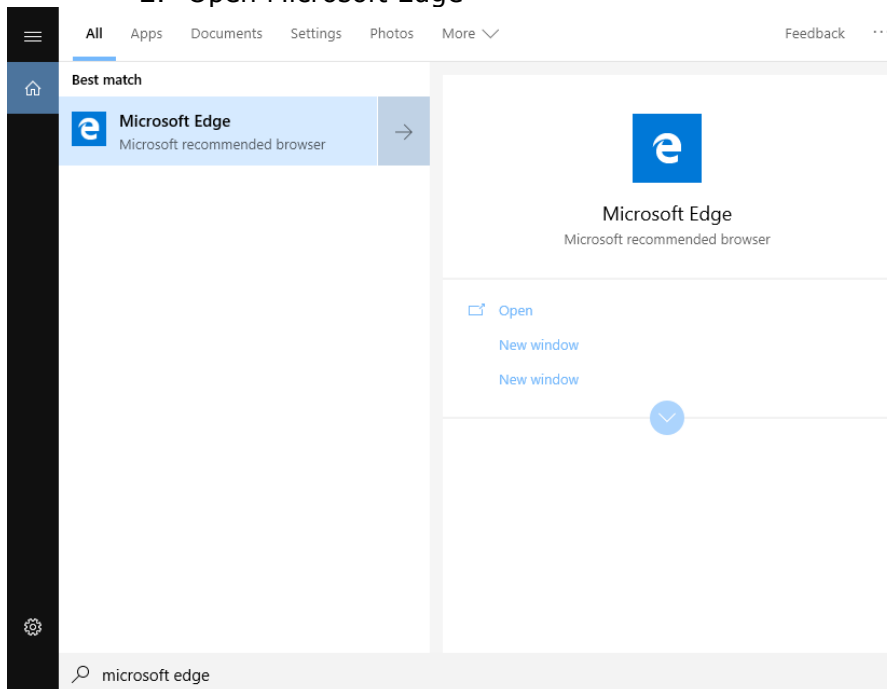
Contents

01. Windows Users:

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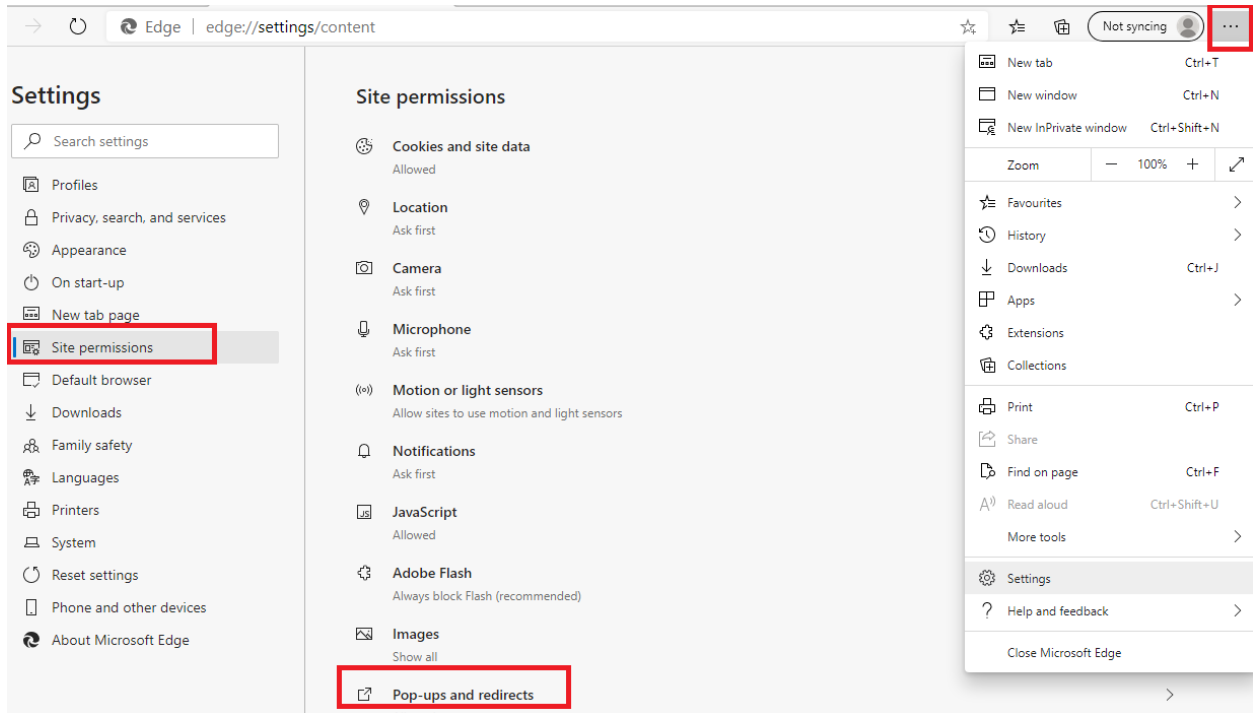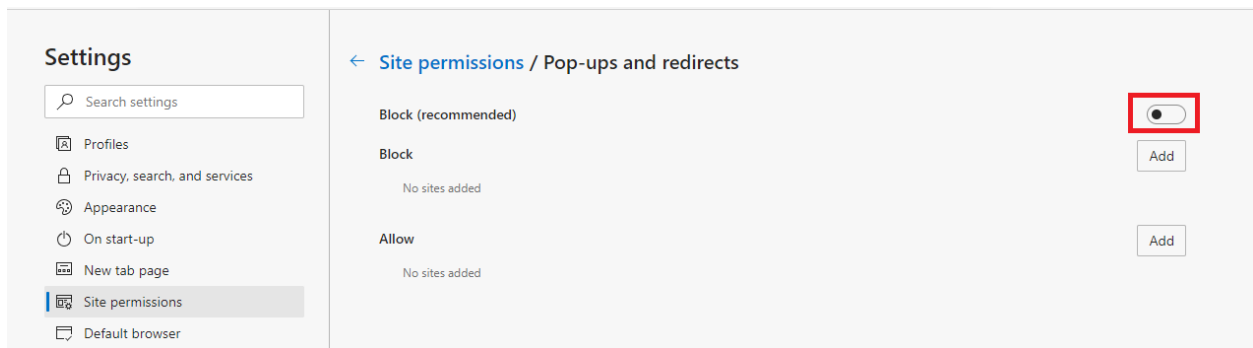

Microsoft Edge

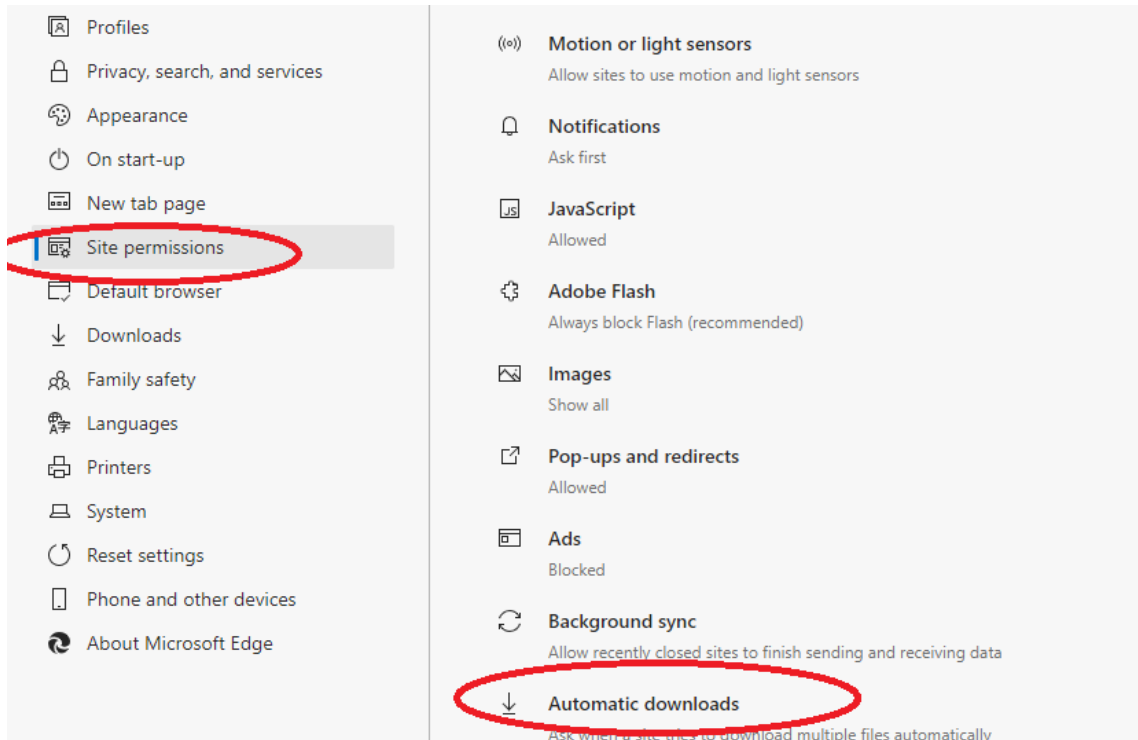1. Close all open windows and programs
2. Open Microsoft Edge

3. Click on three dots (**...**) in the top right corner
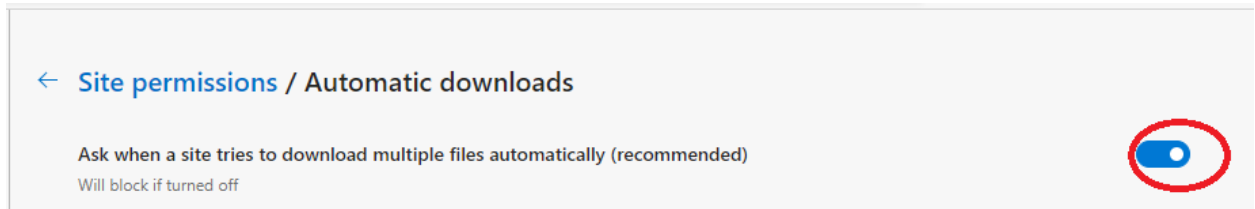4. Click on **Settings** > S**ite Permissions** > **Pop-ups and redirects**

5. **Disable** Pop-up blocker

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.

Download

Or, if you still believe that the application launcher is already installed, you can Try Again to find it.
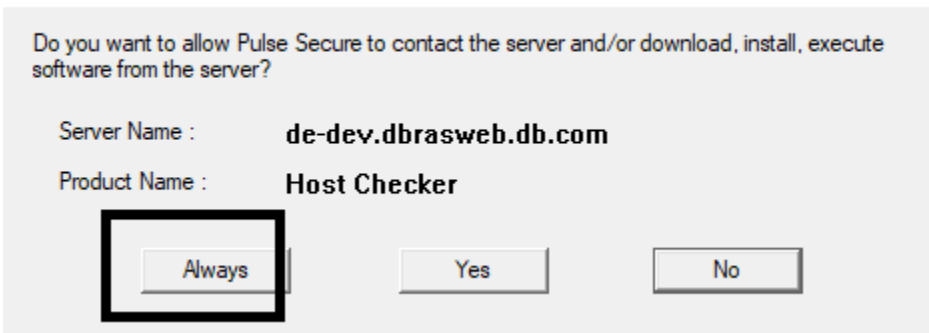
12. After Pulse Secure Application Launcher installation please click HERE
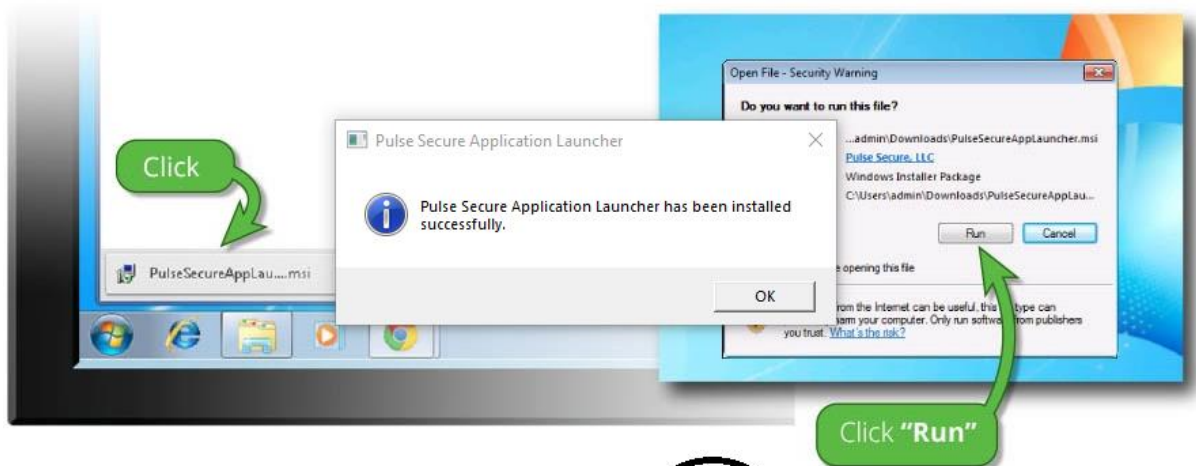
Once you have completed the above steps, click HERE to continue with the launch. We recommend selecting "remember" and "always" during the installation process.

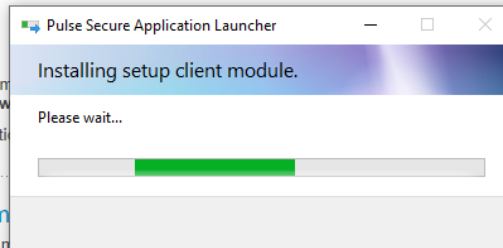13. Please accept all the prompts for Host Checker and other downloads

Deutsche Bank
dbRASweb

dbRASweb   Deutsche Bank Group   Logoff

You are here: Security Scan

Pulse Secure Application Launcher   — ☐ ✕

Installing setup client module.

Please wait...

[progress bar]

If this is the first tim[   ]e. You must
answer **Yes** or **Alw[**

For more informati[

Loading Com[

Please wait. This n[

❁ Host Checker....

14. Click on **Open**

🔒 https://de-dev.dbrasweb.db.com/dana-na/auth/url_default/welcome.cgi?p=preauth&amp;signinRealmI... ☆ ⭐ 🗂 Ⓝ

Deutsche Bank
dbRASweb

This site is trying to open Pulse Secure Ap...ation Launcher.

https://de-dev.dbrasweb.db.com wants to open this application.

☑ Always allow de-dev.dbrasweb.db.com to open links of this type in the associated app

Open   Cancel

dbRASweb   Deutsche Bank Group

You are here: Security Scan

⚠ Starting Host Checker ⚠

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.

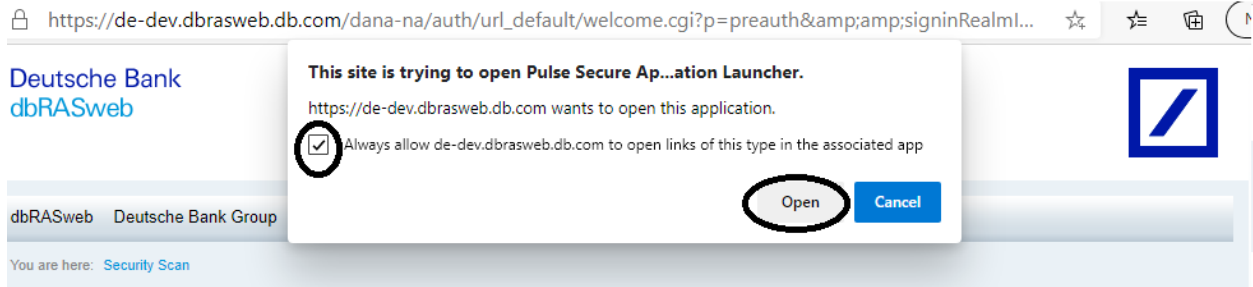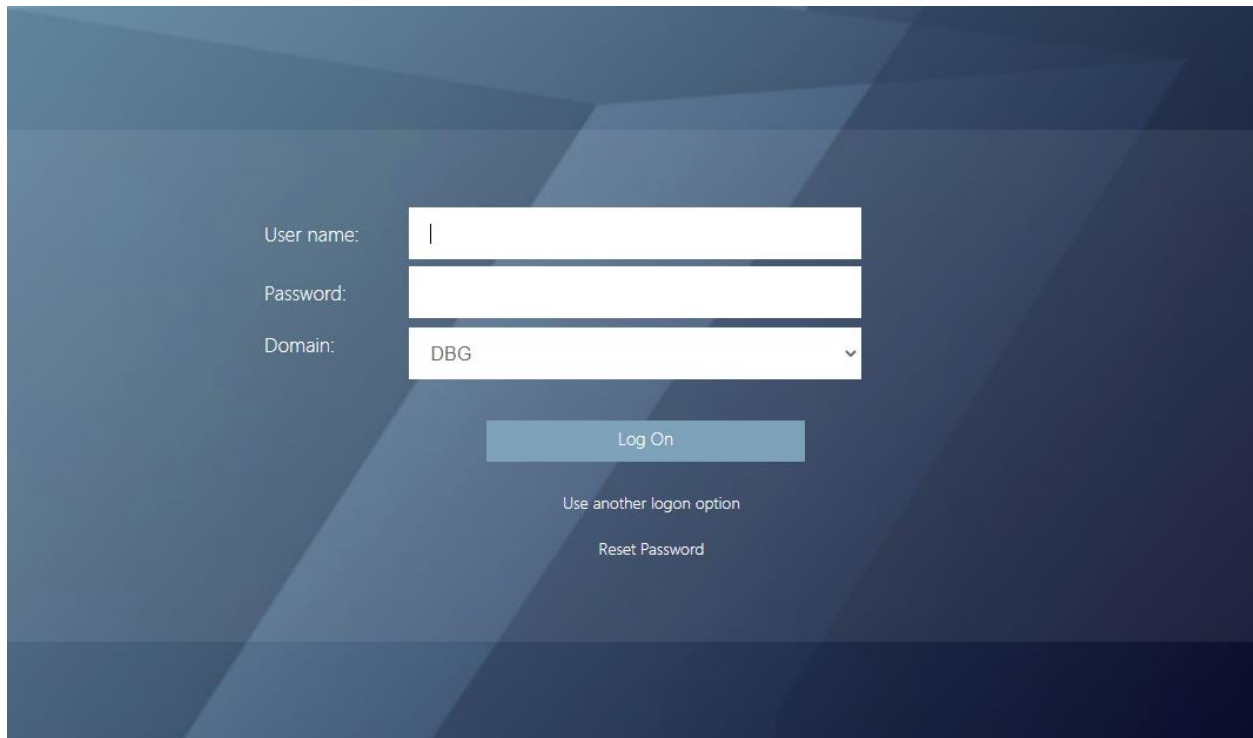For more information on and assistance with Host Checker, click here.

Loading Components...

Please wait. This may take several minutes.

❁ Host Checker..

15. Login with your DB windows credentials
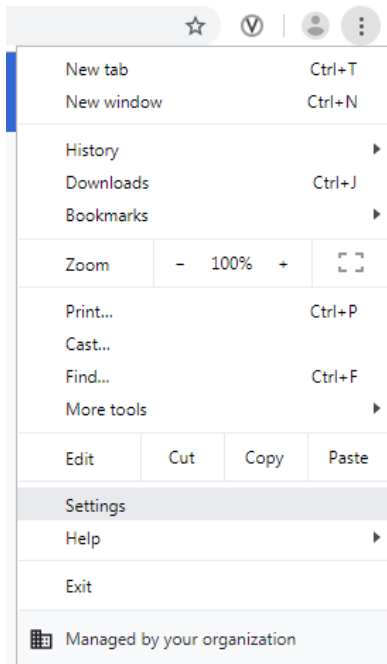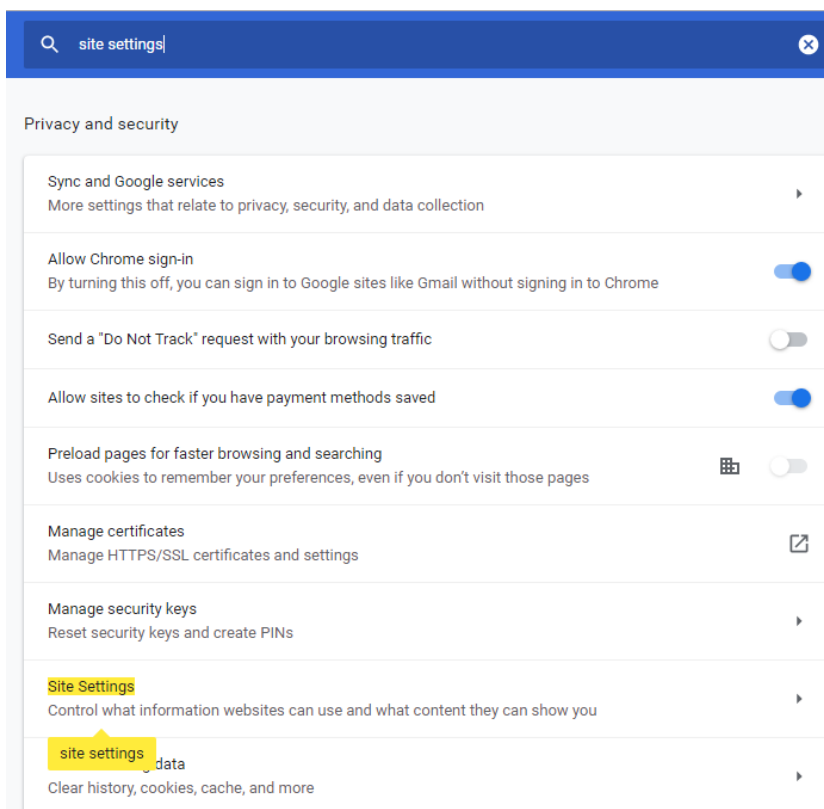

Google Chrome

1. Close all open windows and programs
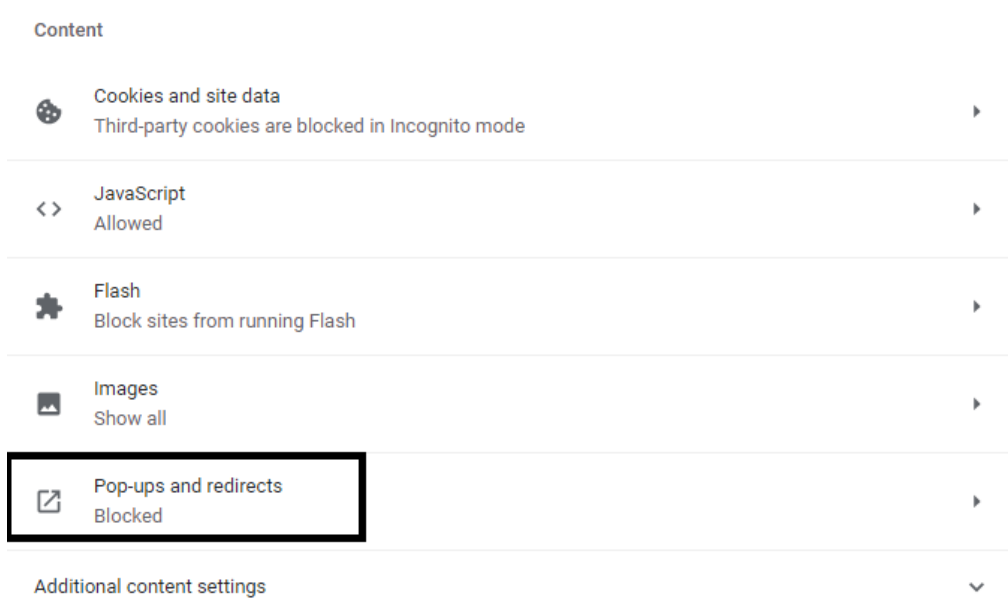2. Open Google Chrome

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

4. Search Site Settings, and click on **Site Settings**

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

Content

Cookies and site data
Third-party cookies are blocked in Incognito mode

JavaScript
Allowed

Flash
Block sites from running Flash

Images
Show all

Pop-ups and redirects
Blocked

Additional content settings

site settings

← Pop-ups and redirects

Q Search

Allowed

Block

Add

No sites added

6. Restart your PC to apply changes.
7. 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.

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dbRASweb

dbRASweb   Deutsche E

You are here: Security Scan

You'll need a new app to open this pulsesecure link

🔒 Look for an app in the Microsoft Store

✔ Always use this app

OK

cker ⚠

the **Host Ch**
y not be able

click here.

Loading Components...

Please wait. This may take several minutes
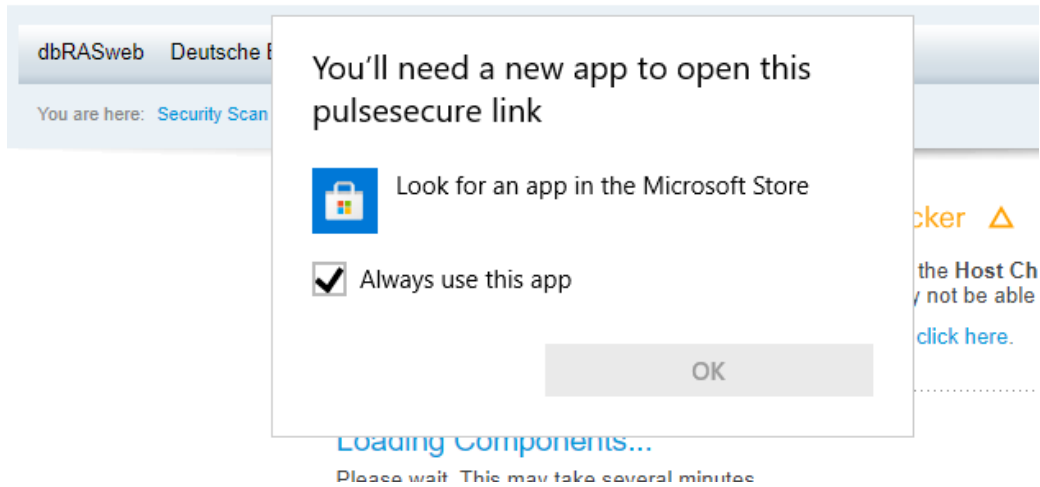
If prompted, please download the **PSAL**

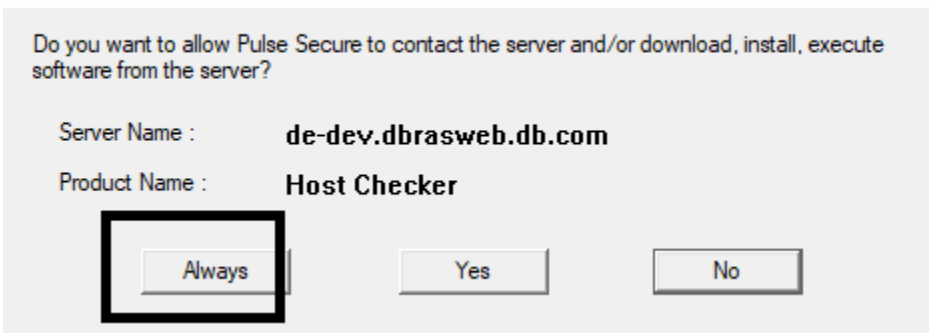It appears that the application launcher is not installed. Download now to proceed.

Download

9. After Pulse Secure Application Launcher installation please click HERE
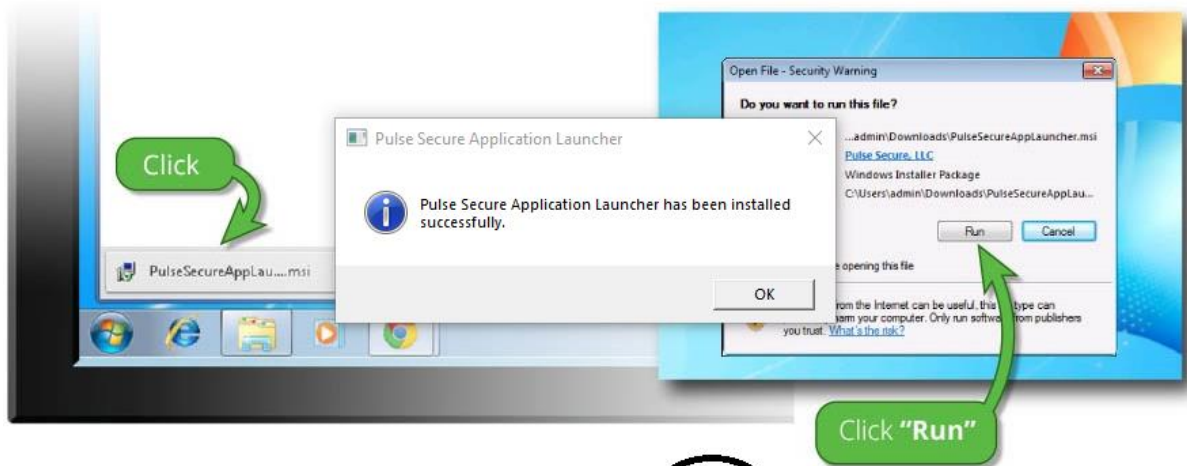
Once you have completed the above steps, click HERE to continue with the launch. We recommend selecting "remember" and "always" during the installation process.

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

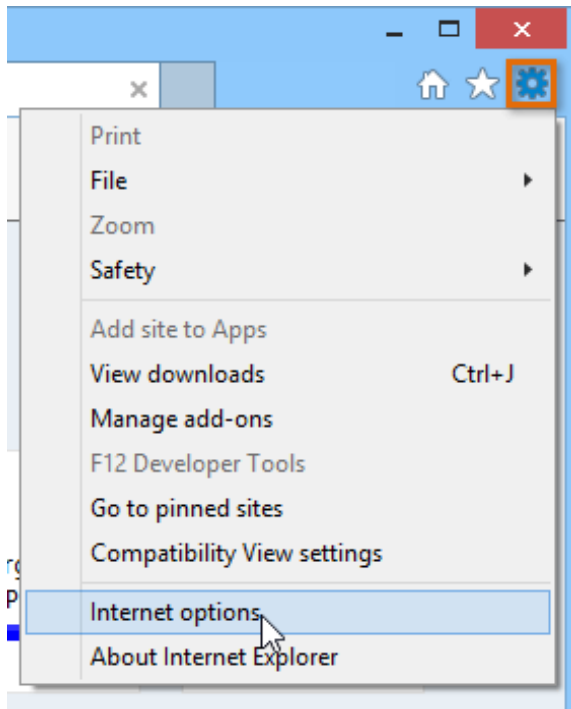11. After successful download, landing page appears:

Internet Explorer

1. Close all open windows and programs.
2. Open Internet Explorer
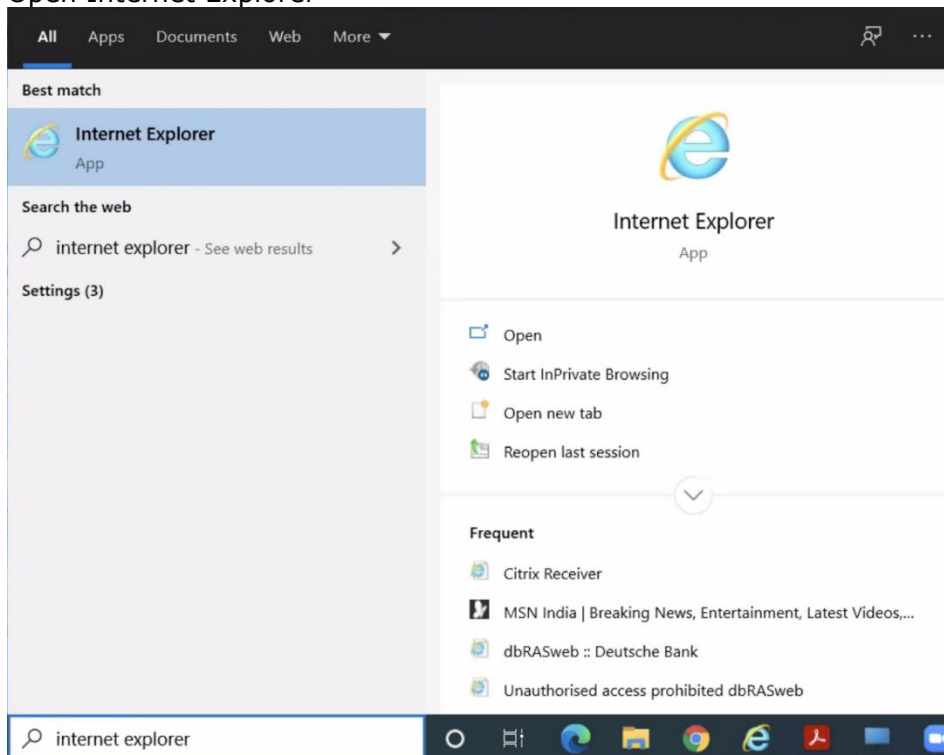
3. Select **Tools** > **Internet options**.

4. Select the **Advanced** tab.
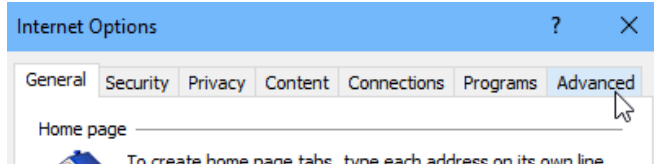
5. In the Reset Internet Explorer Settings dialog box, select **Reset**.
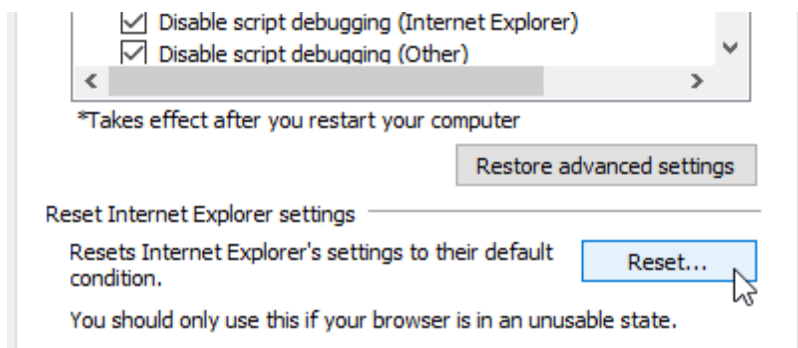
6. Check "**Delete personal settings**" and click "**Reset**"
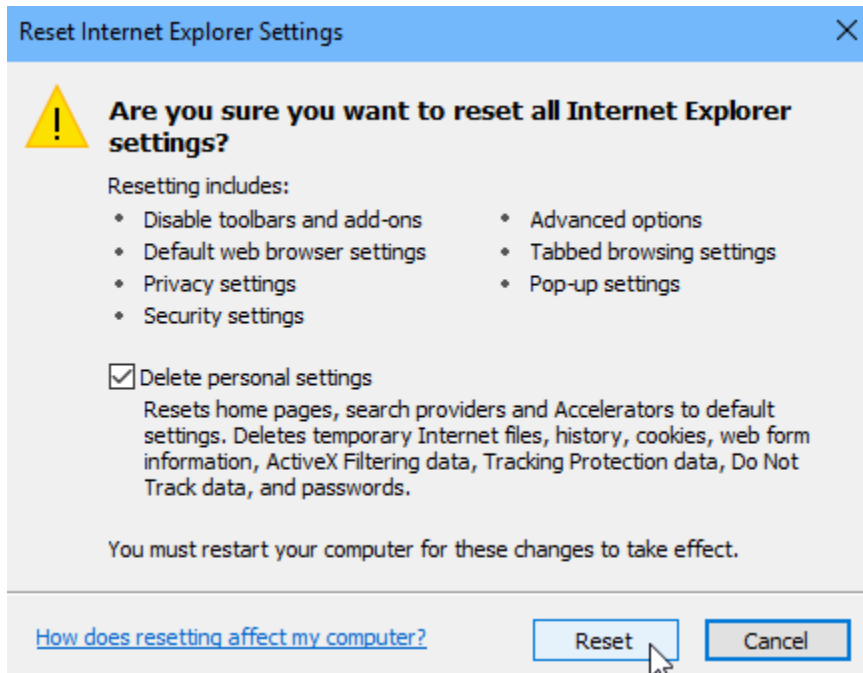
7. When Internet Explorer finishes applying default settings, select **Close**, and then select **OK**.
8. Select **Tools** > **Internet options**:
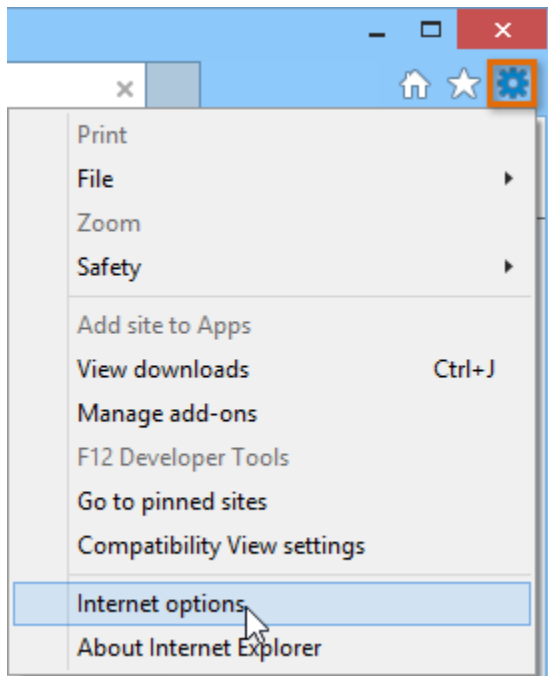
9. Select **Privacy** tab and uncheck 'Turn on Pop-up Blocker'

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"

△ Starting Host Checker △

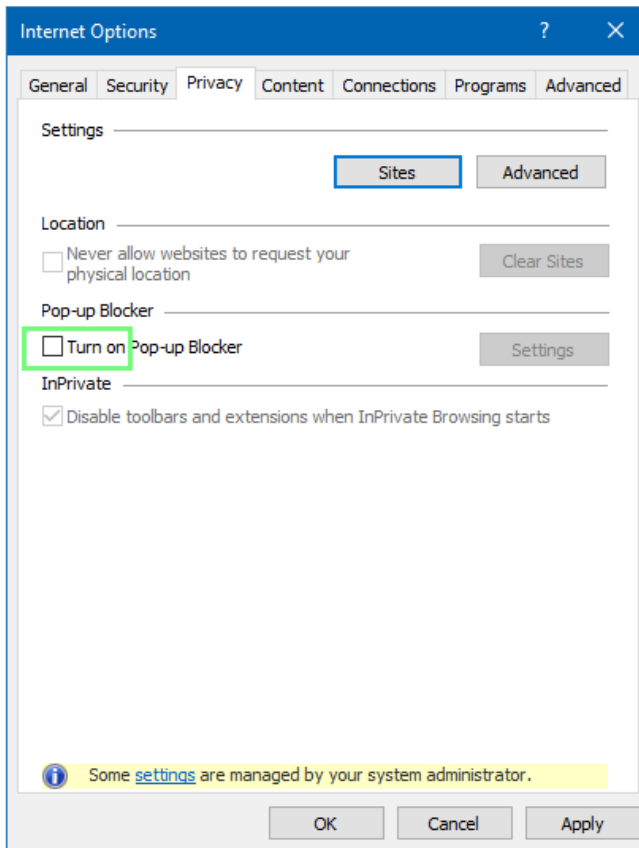If this is the first time, you will be asked permission to install the **Host Checker** software. You must answer **Yes** or **Always** to these prompts, otherwise you may not be able to login.

For more information on and assistance with Host Checker, click here.
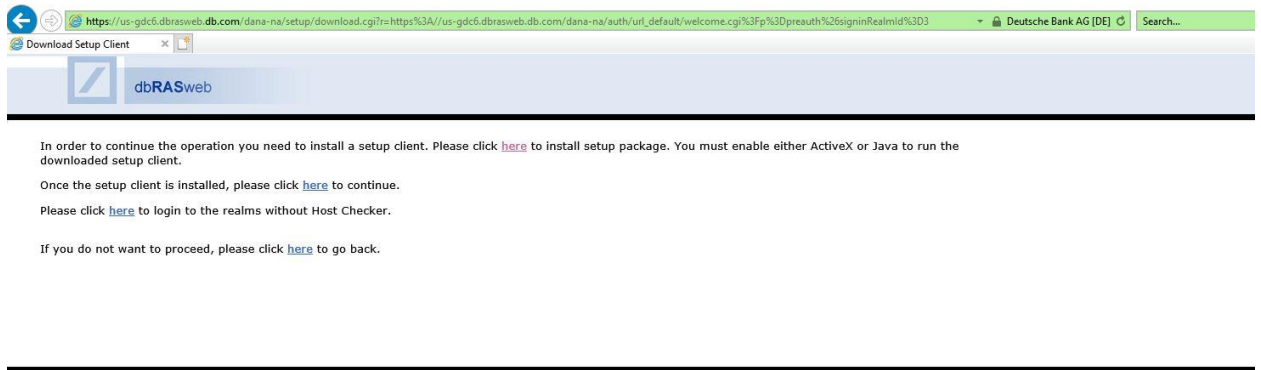
Loading Components...
Please wait. This may take several minutes.

⌛ Host Checker

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"
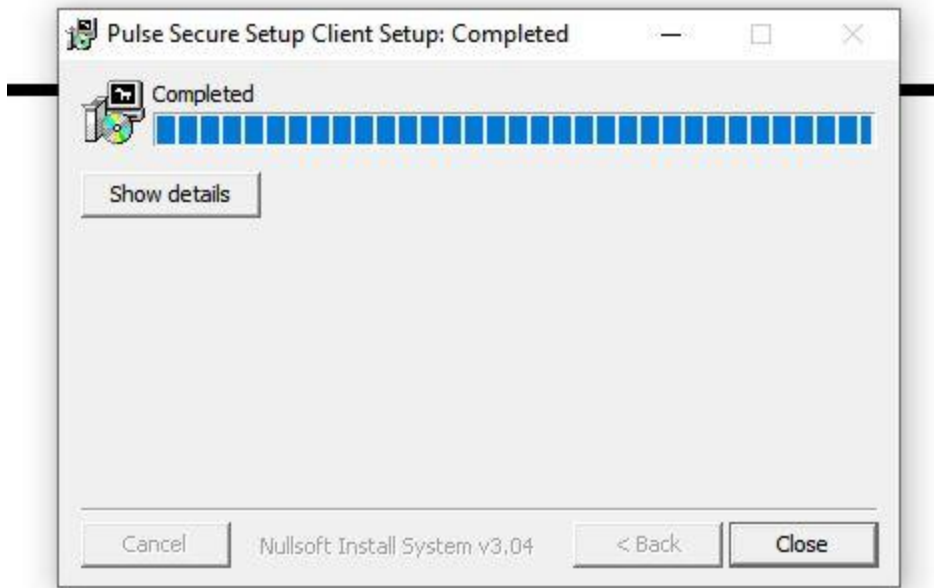
16. Return to your open dbRASweb session and click "here" to continue
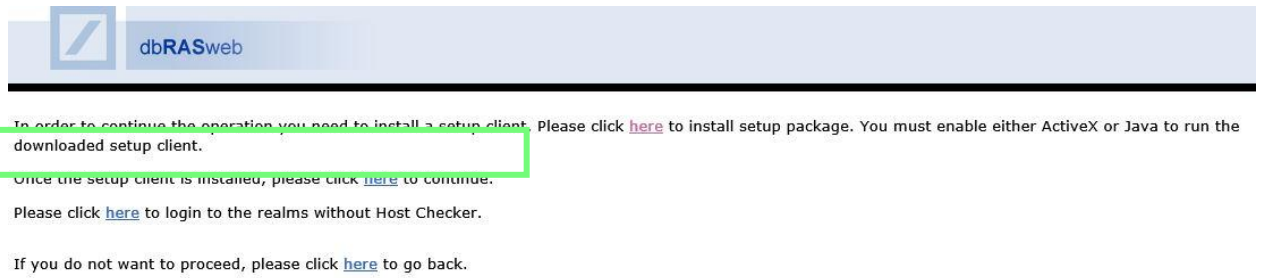
17. You will be automatically returned to the dbRASweb login page. Login again and click "Accept" or "Yes" or "Always" to any prompts

02. Apple macOS Users:

Safari

If you receive the following error message, please follow the steps below.
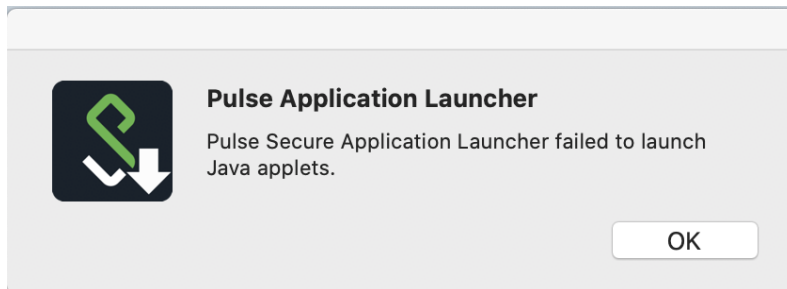
1. Try logging in to dbRASweb again

2. Click "Download" to install the updated Pulse Application Launcher
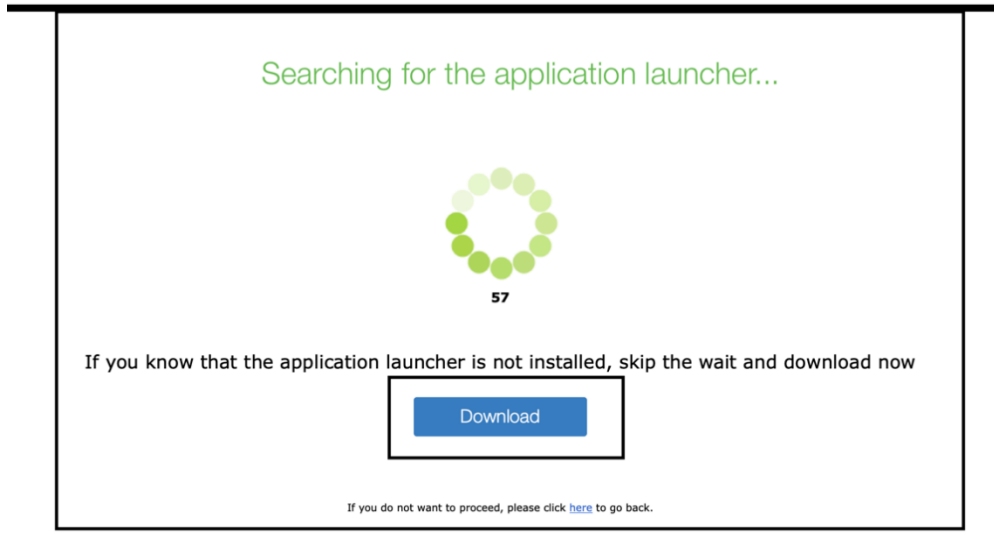
3. Open the "PulseSecureAppLauncher" package that was downloaded and launch the "PulseSecureAppLauncher"

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

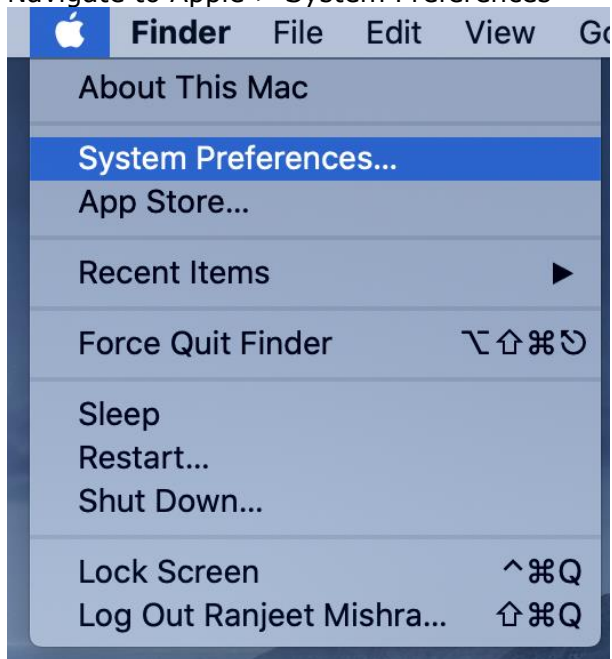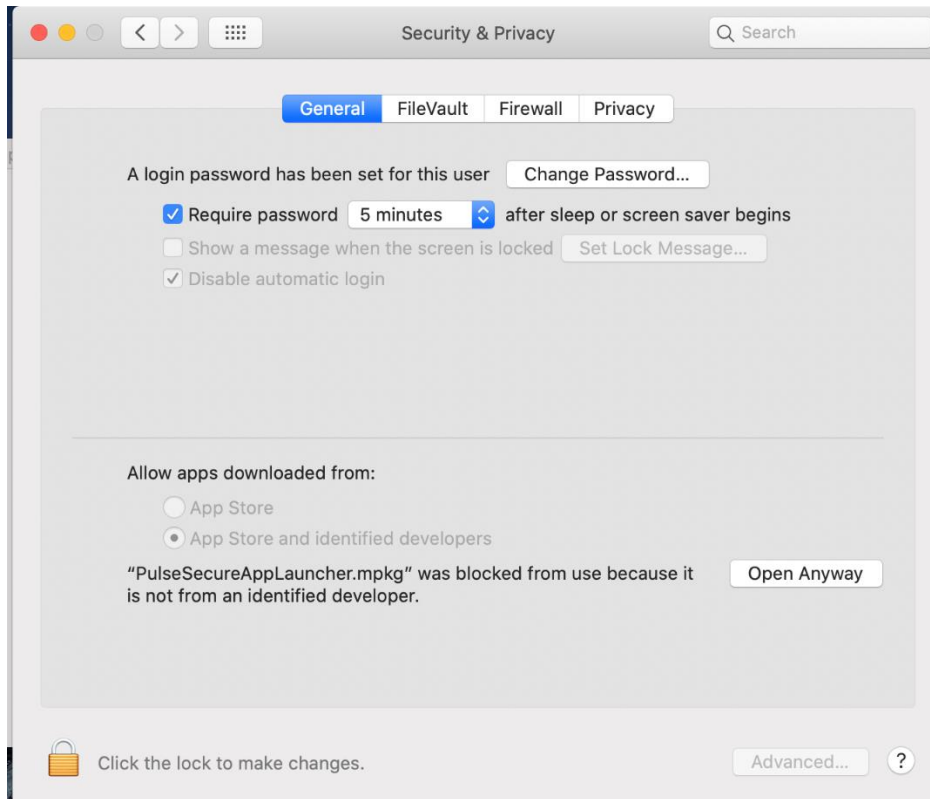Any user logging in from a vendor location or vendor laptop facing a host checker issue must install the updated Pulse Installer Service on their machine.

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

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 <mark>ALL</mark> Pulse Secure application components. Do **not** uninstall the **PulseSecure Installer service** if this is listed.

   i) Start > Control Panel > Programs > Programs & Features > Confirm there Are no Pulse Secure programs
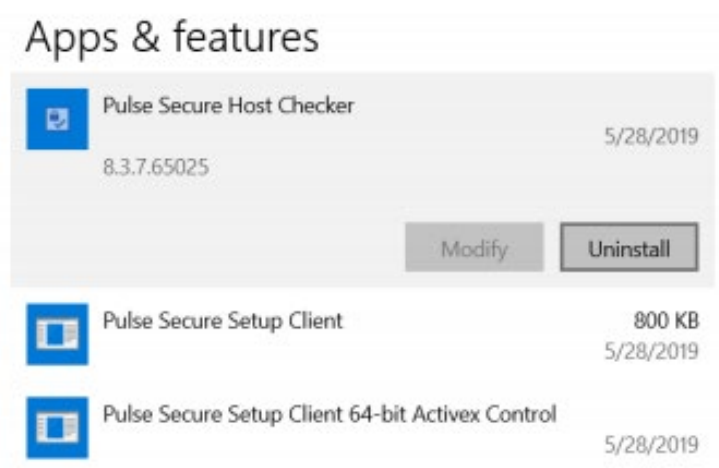
2. Search *%AppData%* via Start menu > open the folder and delete **all** _**Juniper Networks / Pulse Secure**_ folders in it
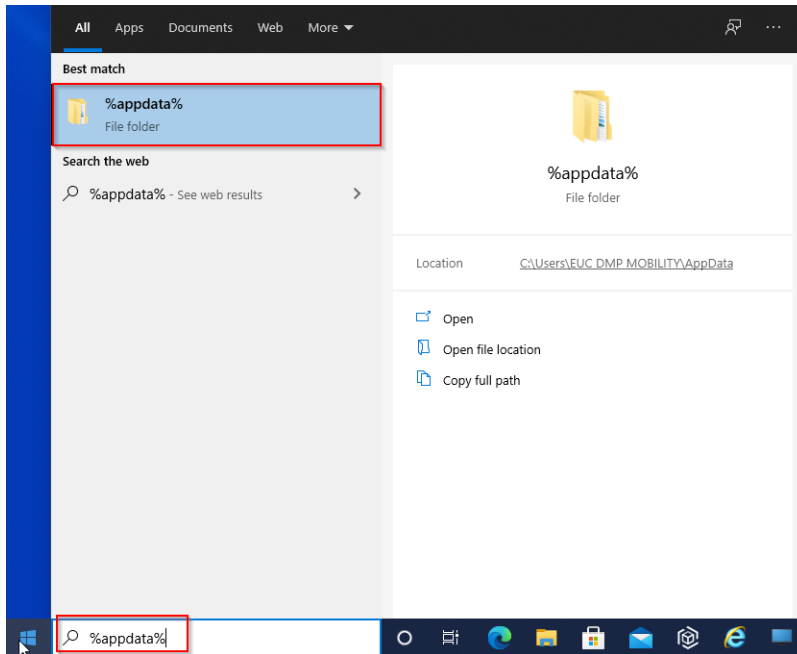
3. **Internet Explorer Users Only:** Reset your Internet Explorer settings *(If you are using a different Internet Browser, you can skip to Step 4. Not applicable for Google Chrome or Microsoft Edge. IF you only have IE, please note that Chrome and Edge are now the recommended browsers for dbRASweb.)*
   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
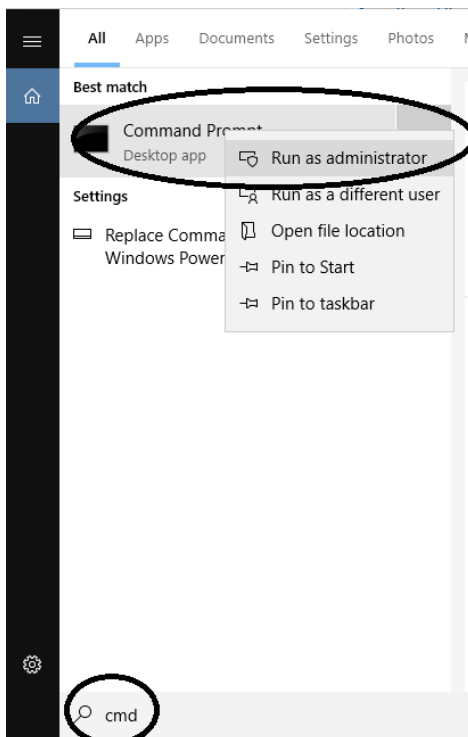
   c. Type the command **del "c:\Windows\Downloaded Program Files"\Pulse*.***

For internal use only
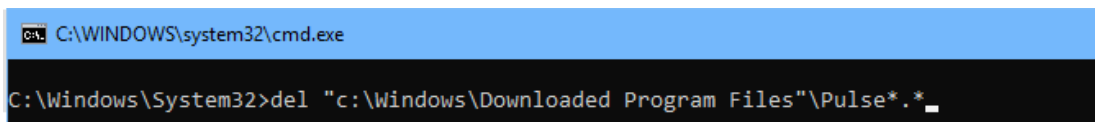
4. Navigate to https://dbrasweb.db.com/ again and sign in as normal

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 troubleshooting guide.