

SSL-VPN fix for Internet Explorer 11 and above

Check your version of Internet Explorer by going to Internet Explorer tools -> About Internet Explorer.

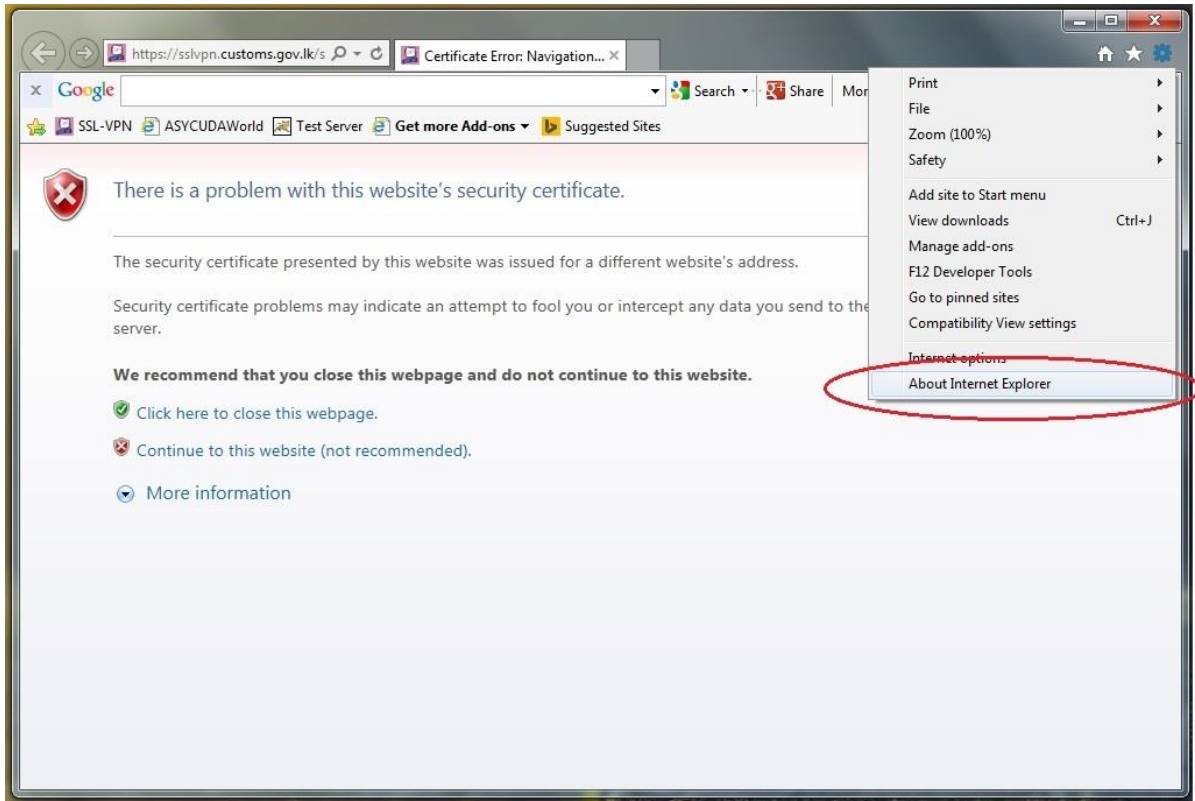


Figure -1



Figure -2

If the Internet Explorer version is 11 or above, you need to make the following changes in order to successfully connect to SSL-VPN connection.

Visit the SSL-VPN URL via Internet Explorer by clicking here

<https://sslvpn.customs.gov.lk/sslvpn/Login/Login>

Then click on the “Tools” icon and select “Compatibility View Settings” option as shown in the Figure below.

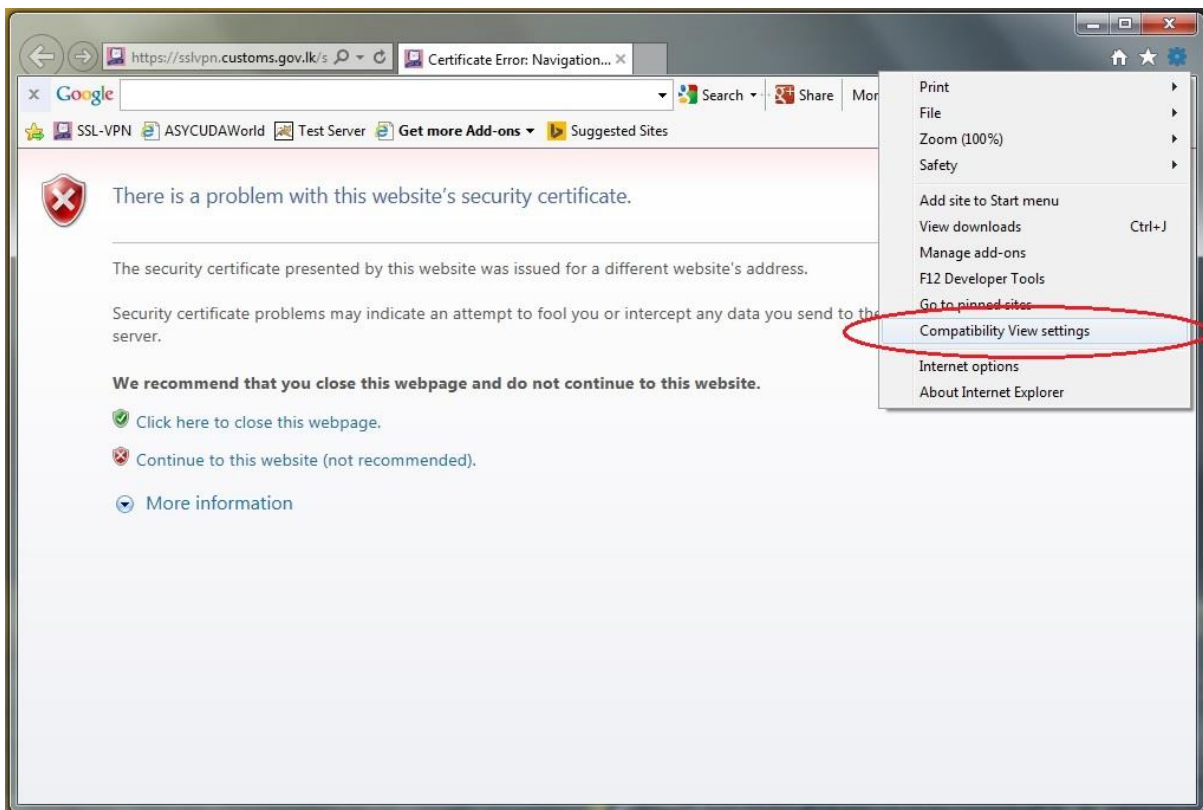


Figure -3

Then click on Add button in the pop up window that appears as shown in the Figure below.

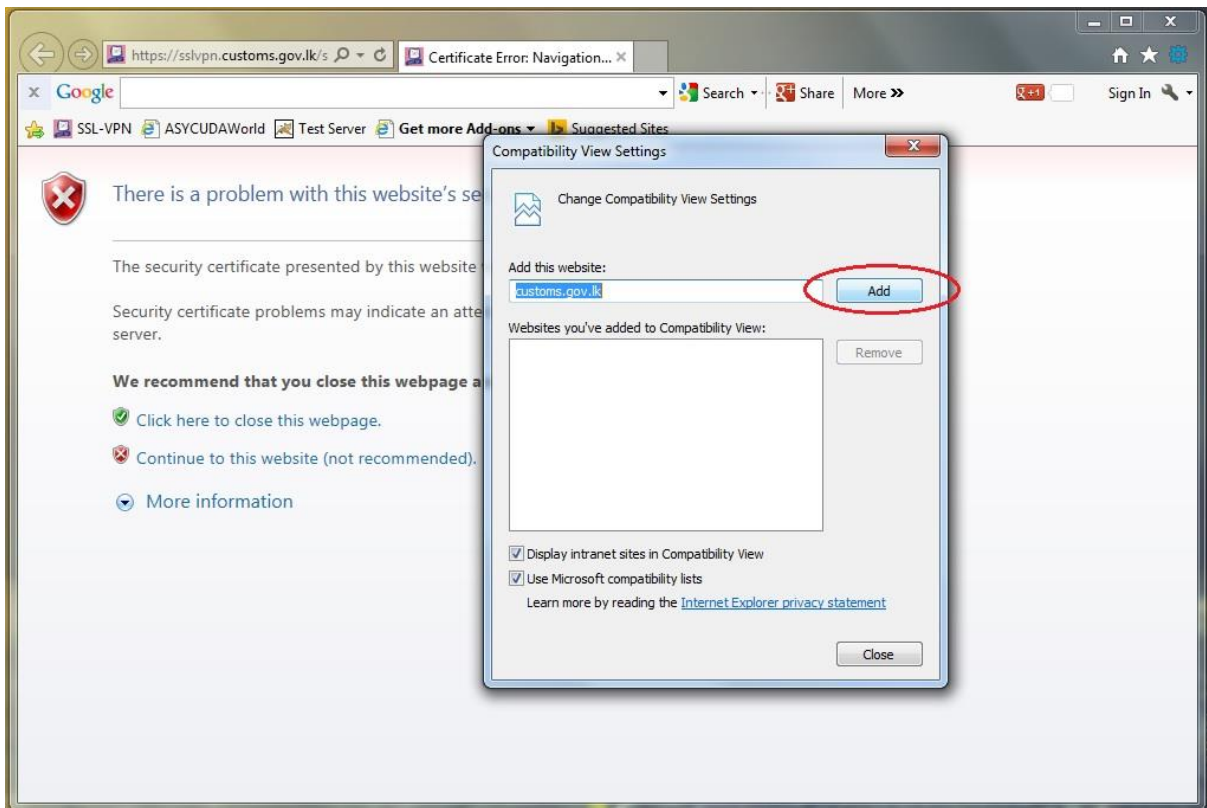


Figure -4

Then click on close button, Restart Internet Explorer and visit the SSL-VPN URL and then the regular connection procedure should work fine.

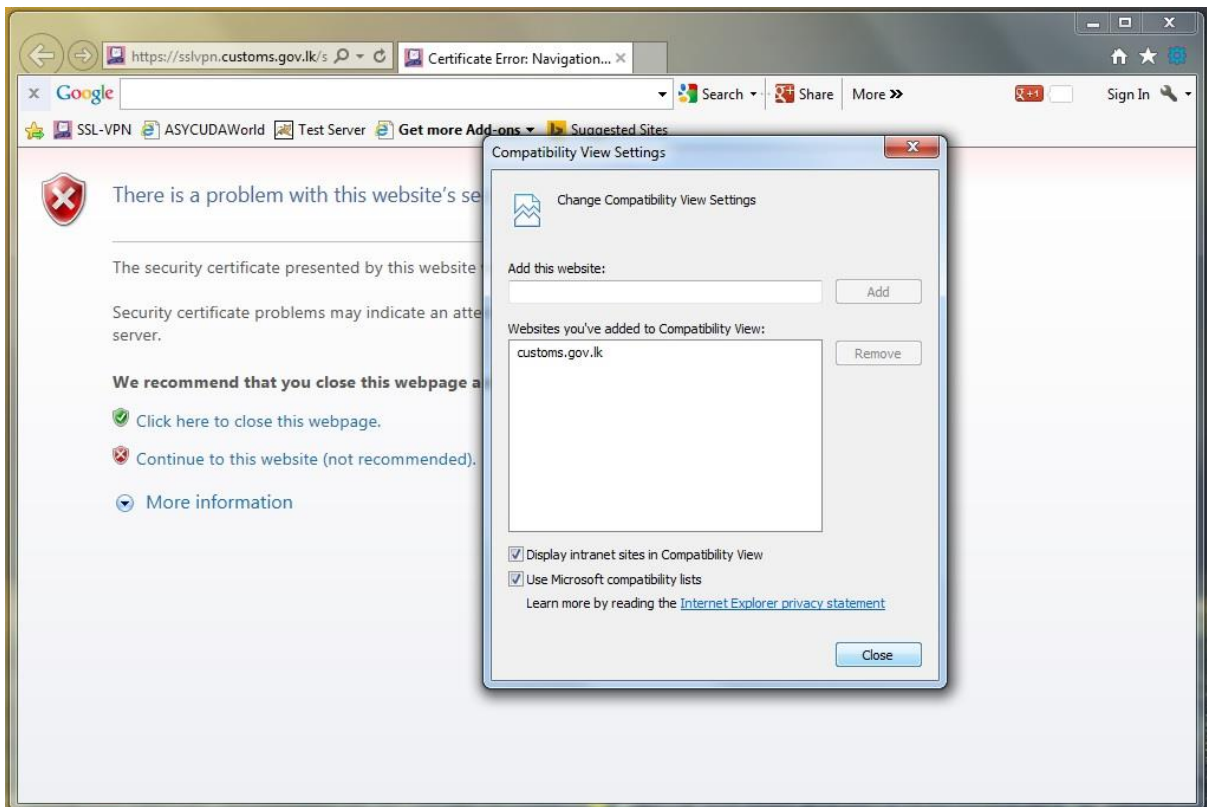


Figure -5