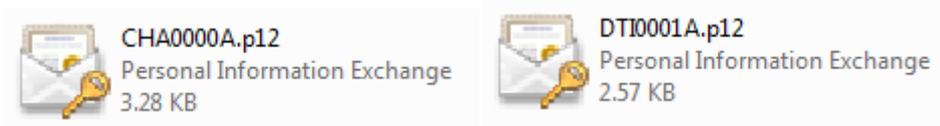


HOW TO CREATE THE SSL-VPN CONNECTION

*Please refer the [TROUBLESHOOTING](#) section for issues regarding the SSL-VPN connectivity.

Step 01

Locate the VPN certificate file which is in the format "CHA####_p12"/DTI####_p12.



Double click it.

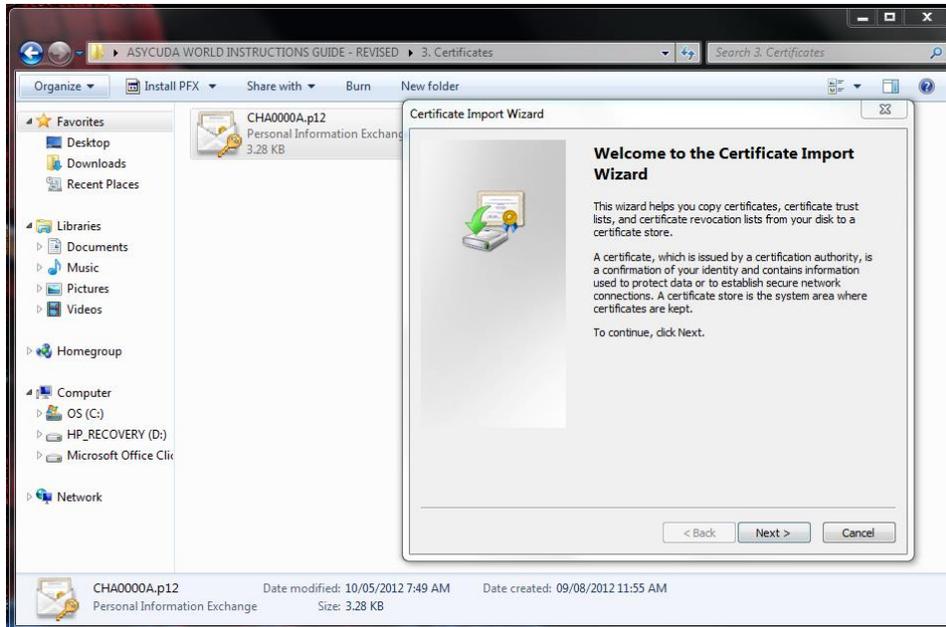
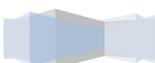


Figure 1

Click "Next>"



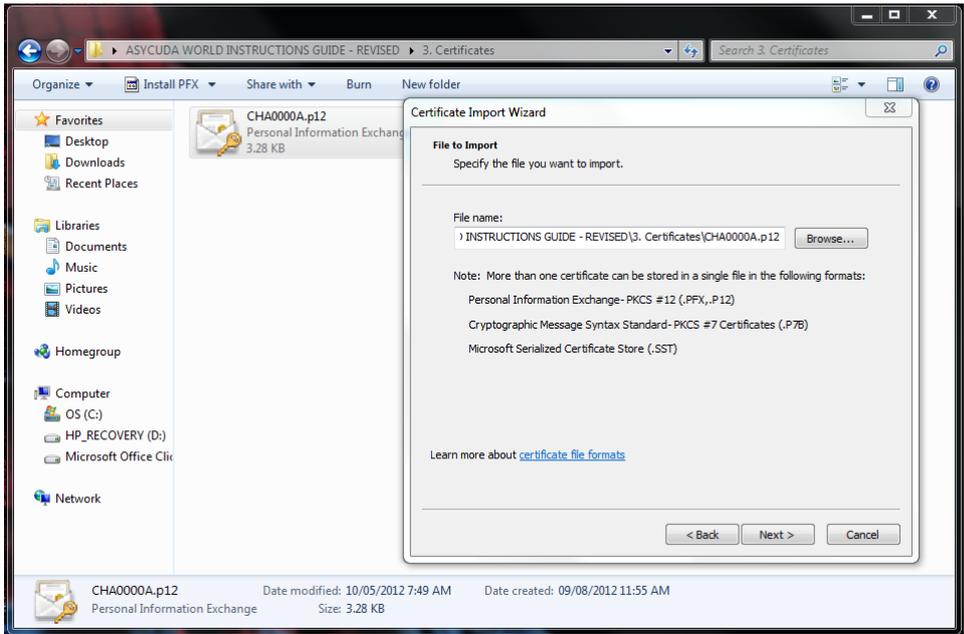


Figure 2

Click "Next>"

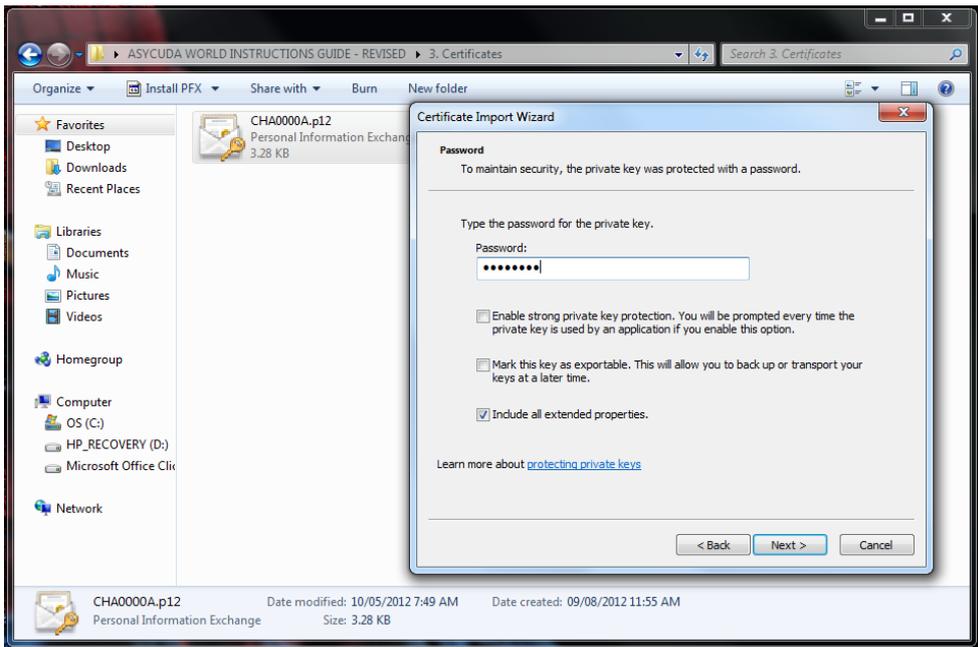
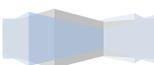


Figure 3

Type the password which was provided to you when you were collecting the certificate file.



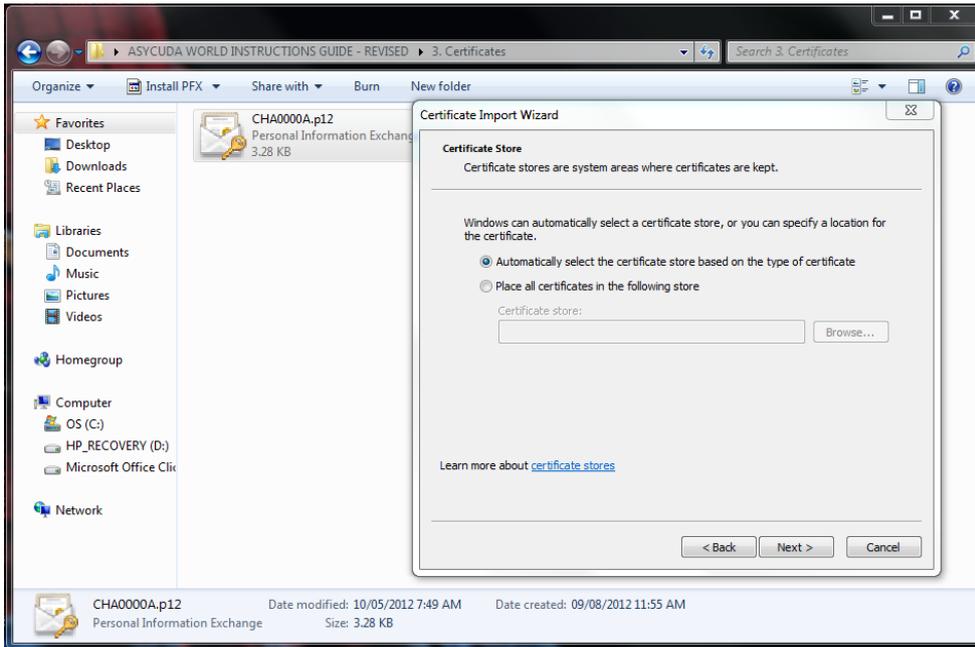


Figure 4

Click "Next>"

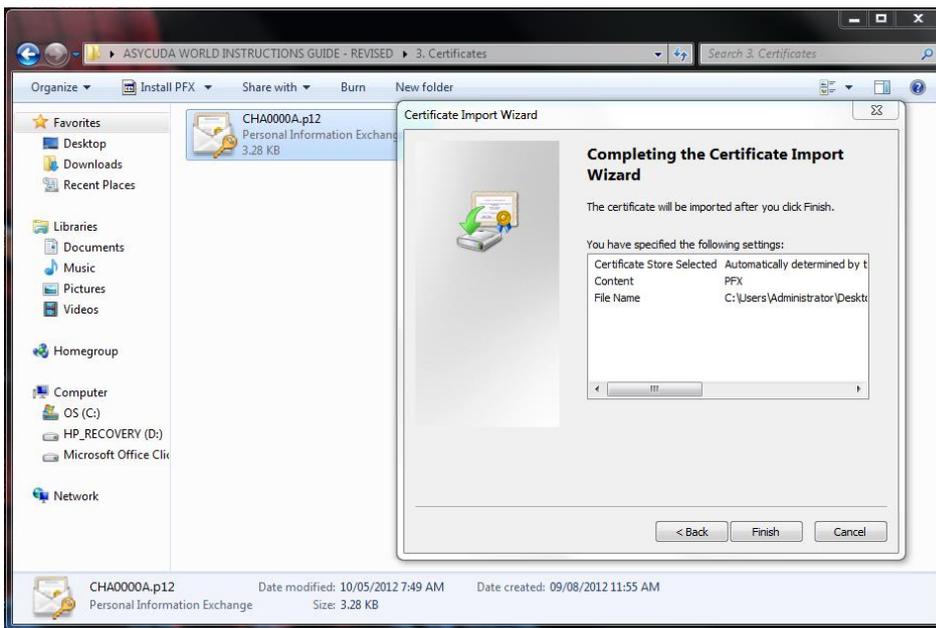


Figure 5

Click "Finish"



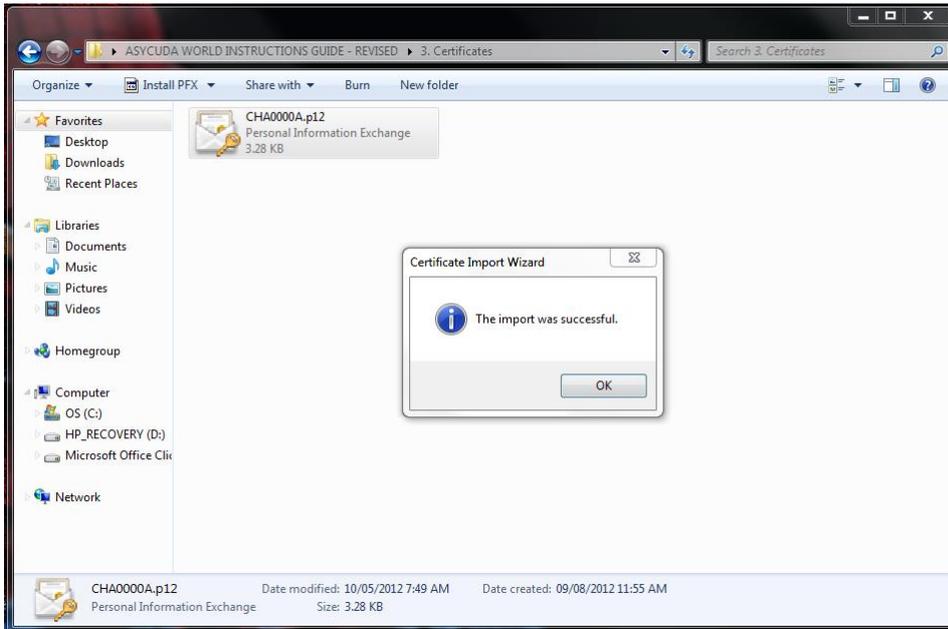
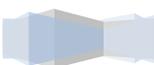


Figure 6

The above message indicating "The import was successful" will appear.

***Please note that [Step 01](#) is a onetime installation. Afterwards whenever you're connecting to the VPN you just have to follow [Step 02](#).**



Step 02

Open Internet Explorer and type the following URL in the address bar.

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

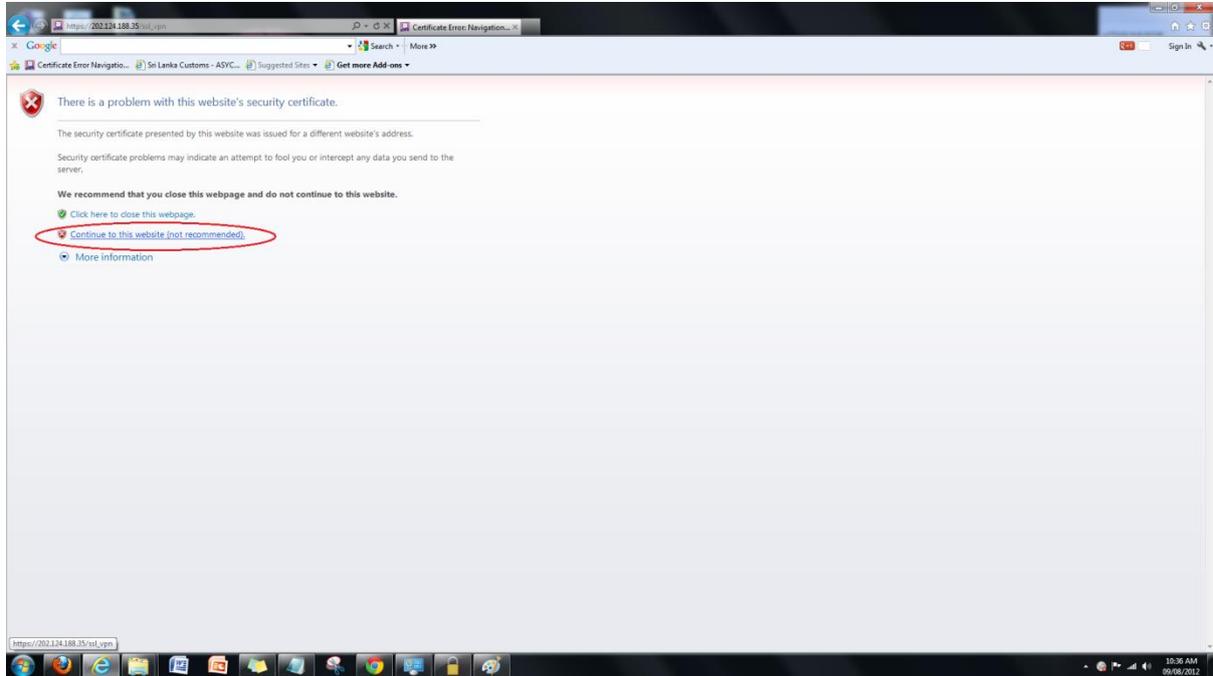


Figure 7

Click on "Continue to this website (not recommended)".

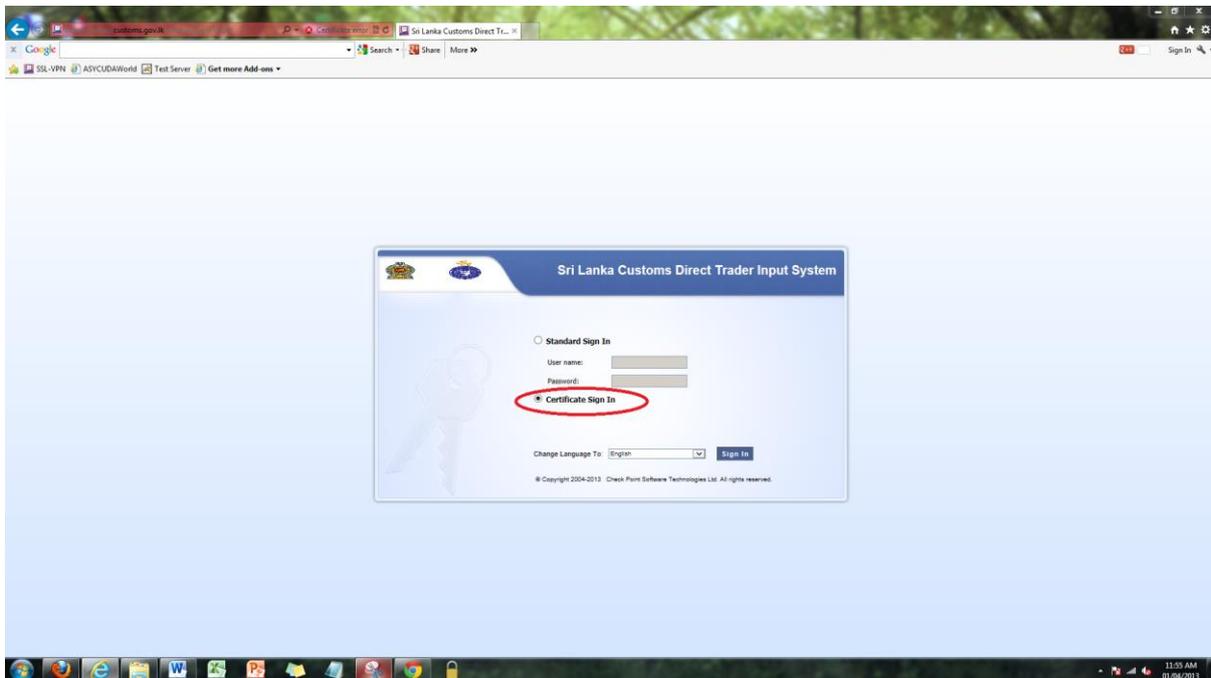
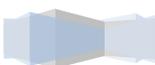


Figure 8

Click on the second option "Certificate Sign In ". Then click on the "Sign In" button.



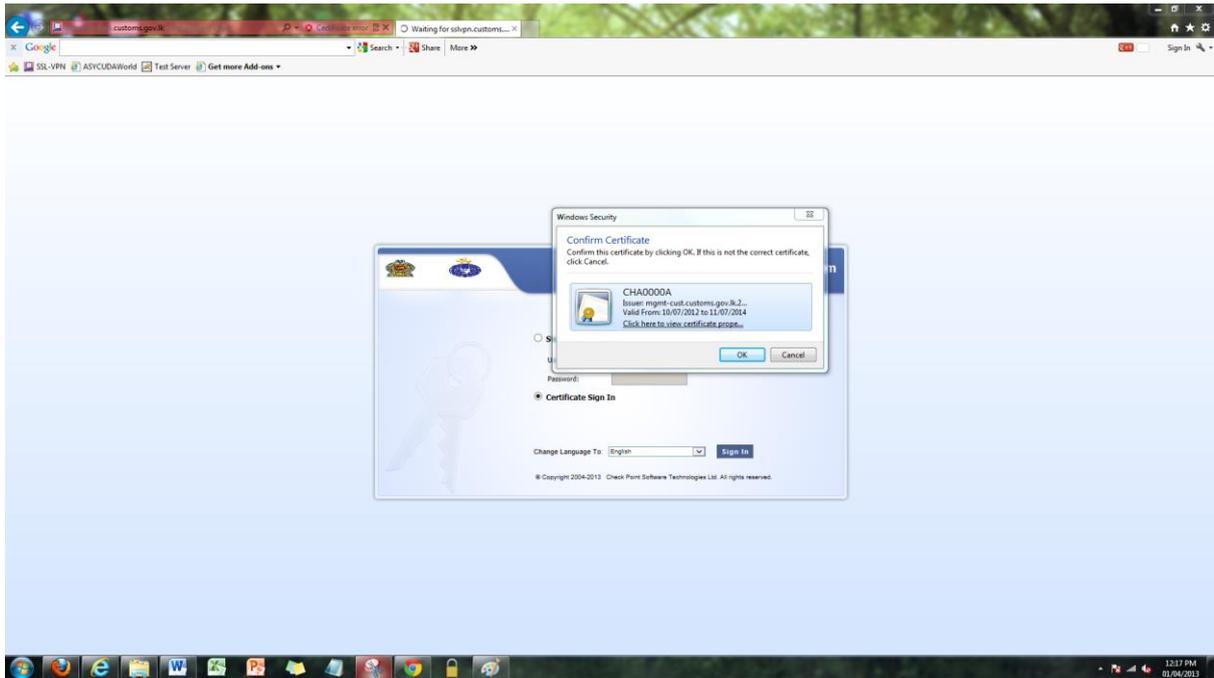


Figure 9

A pop up will appear similar to the above image.

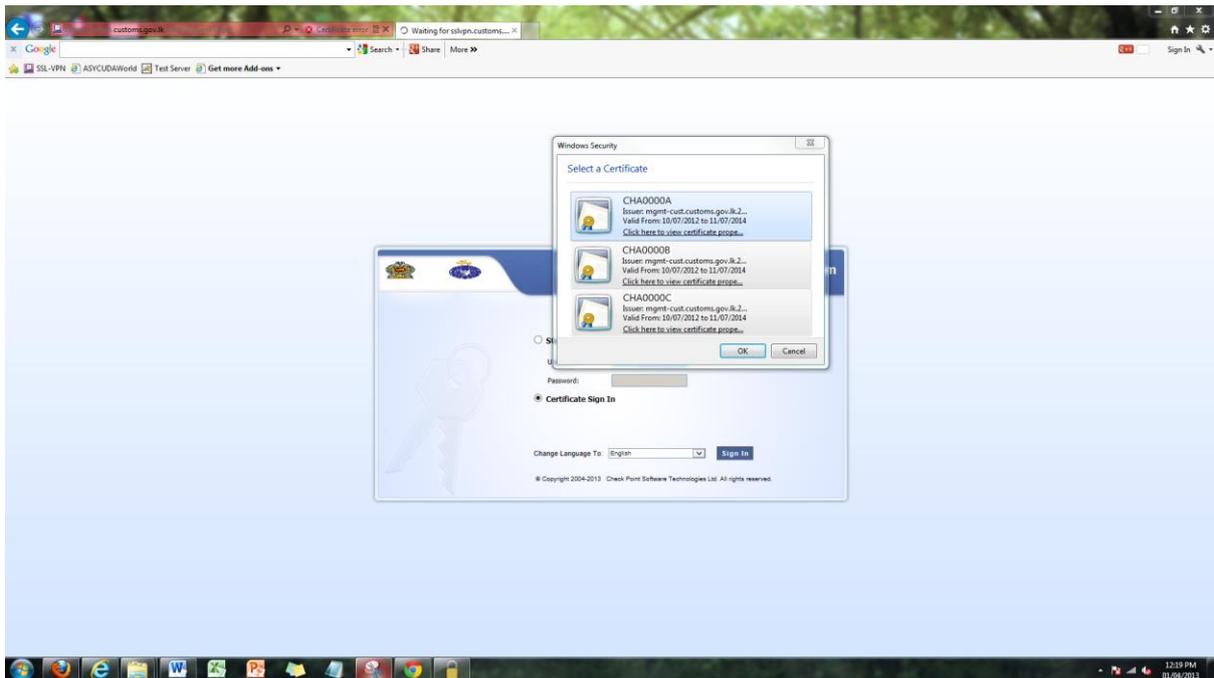
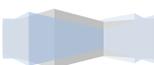


Figure 10

If you have multiple certificates installed on your computer then a step similar to the above image will appear.

In both cases, select the relevant certificate file and click "OK".



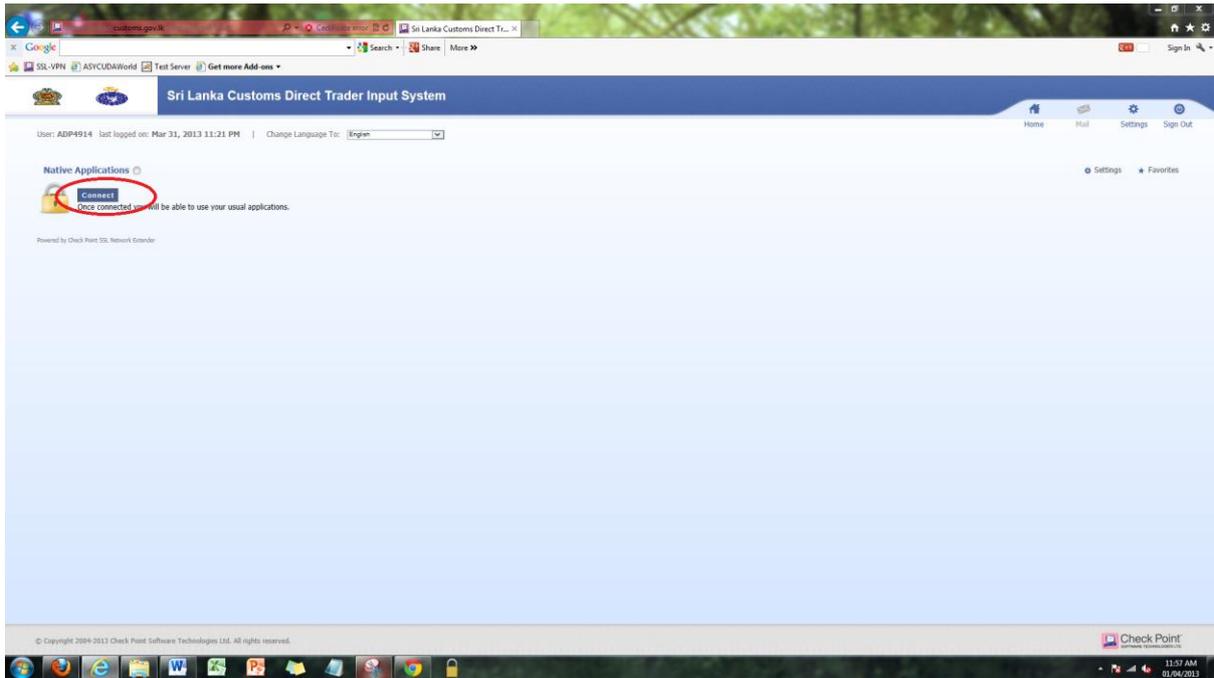


Figure 11

Then click on "Connect" button.

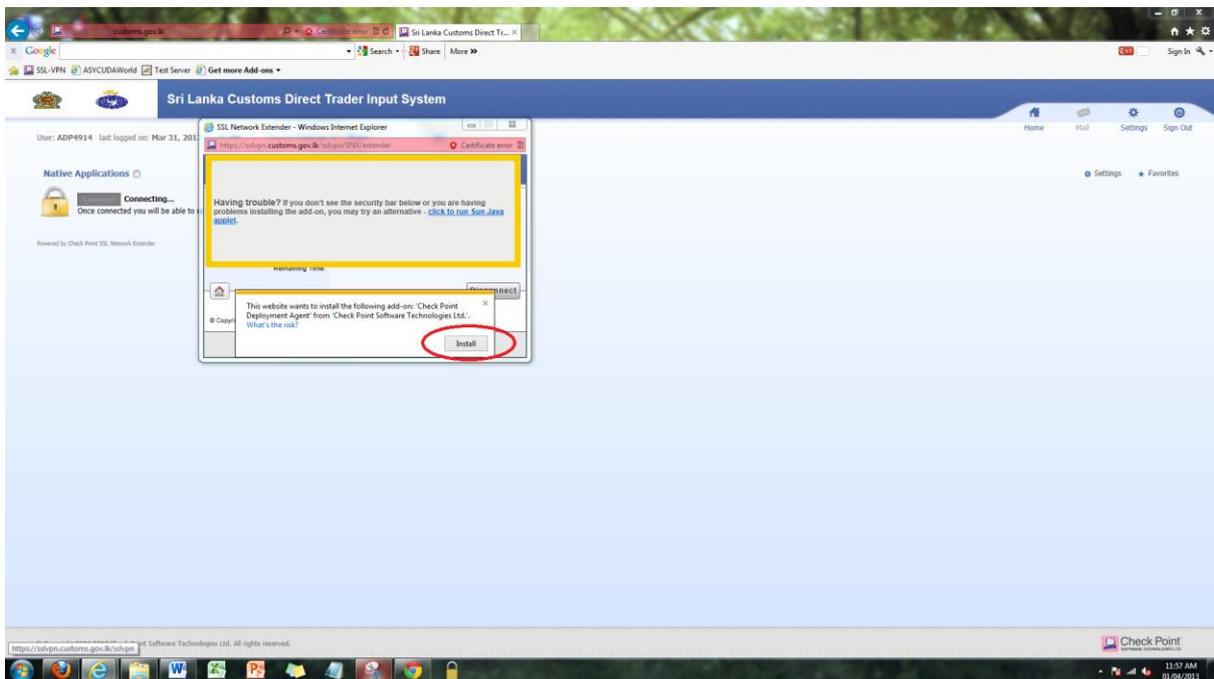
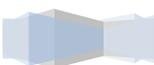


Figure 12

Click on "Install" from the pop-up window that appears.



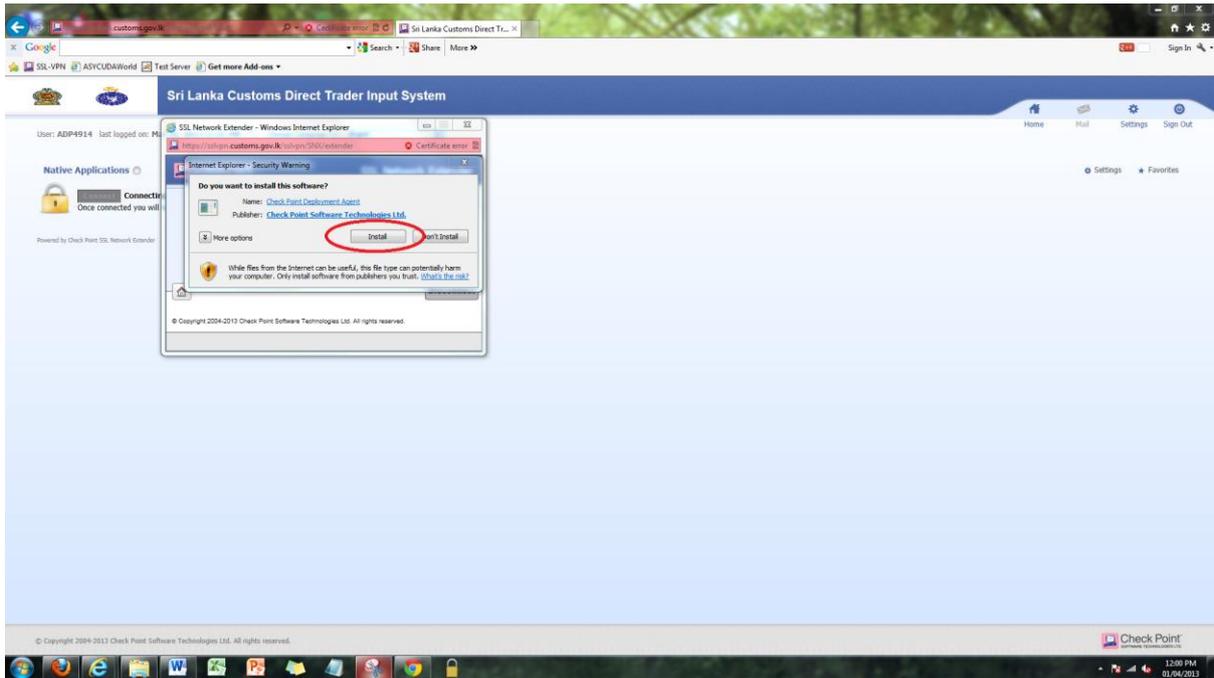


Figure 13

Then a onetime installation will take place.

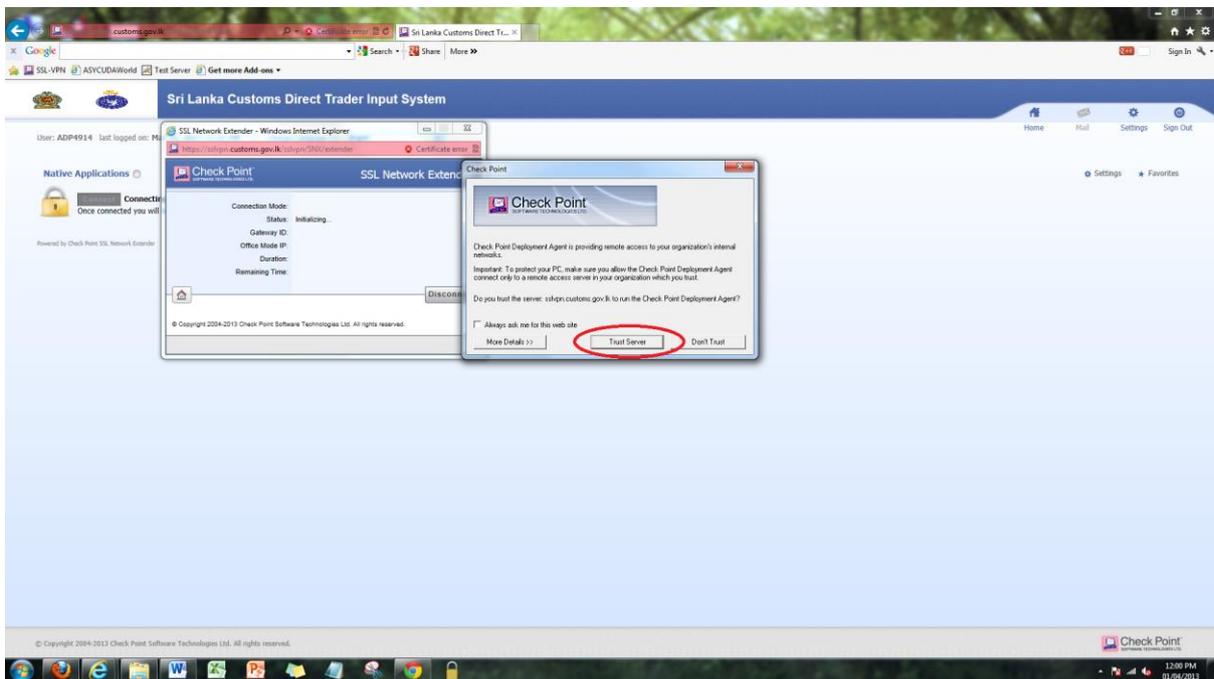
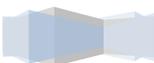


Figure 14

Select "Trusted Server" as mentioned in the image above.



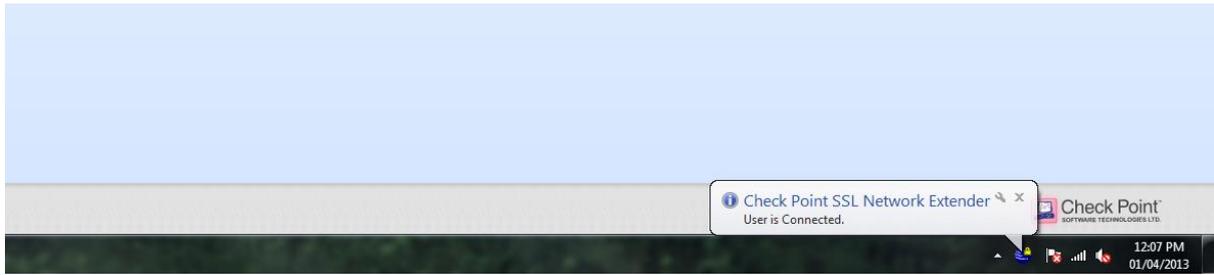


Figure 15

When the connection is established, the above indicator will appear in the taskbar.

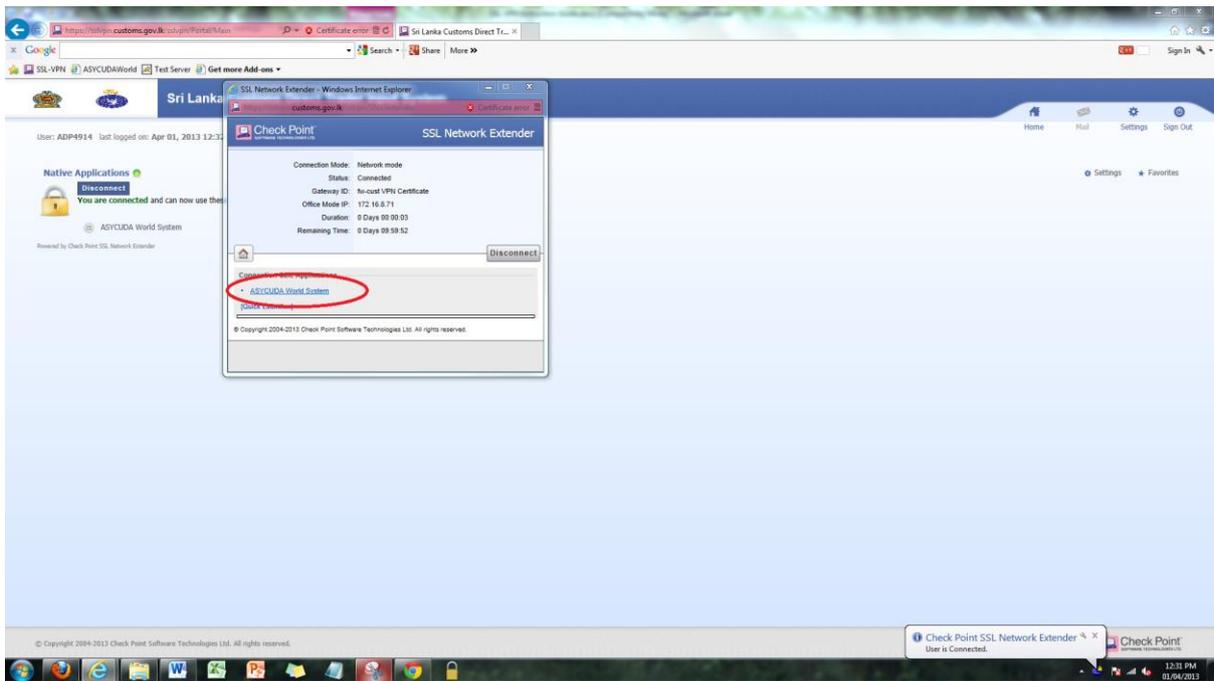
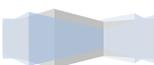


Figure 16

Click on "ASYCUDA World System" link as shown in the image above.



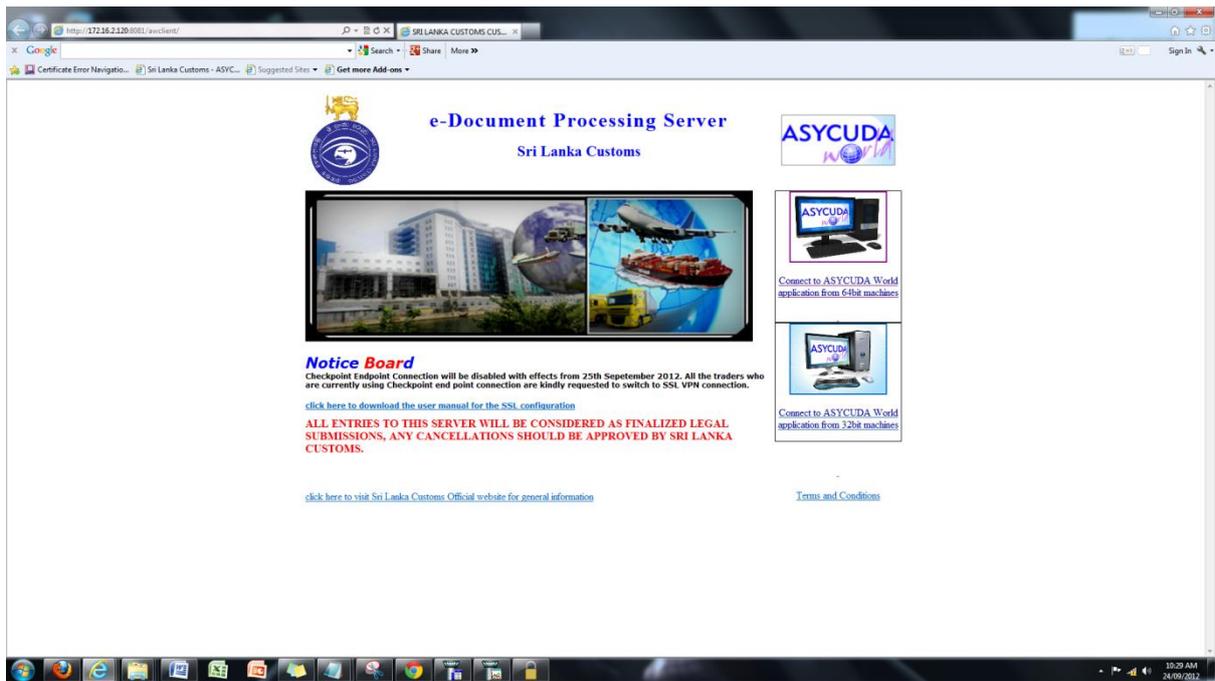


Figure 17

ASYCUDAWorld web page will open in another window.

*Please note that for ASUCUDA ++ (DTI old system) users, the Figure 17 link will be "ASYCUDA ++" instead of ASYCUDA World System.

Step 03

Uninstall the Check Point Endpoint Connect software if you were previously using it to connect to the VPN.



RE-CONNECTING PROCEDURE

The VPN connection has a time-out duration of 10 hours. After that time period follow the procedure shown below to get re-connected.

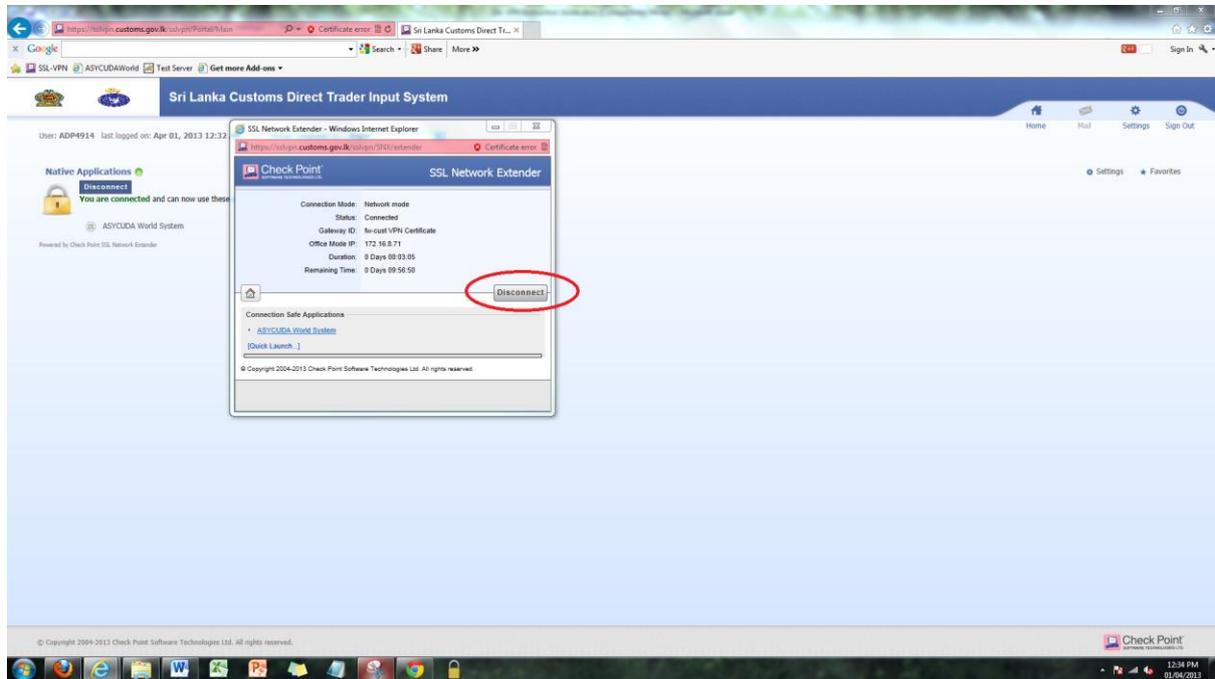
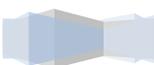


Figure 18

Click on the "Disconnect" button shown in the image above.



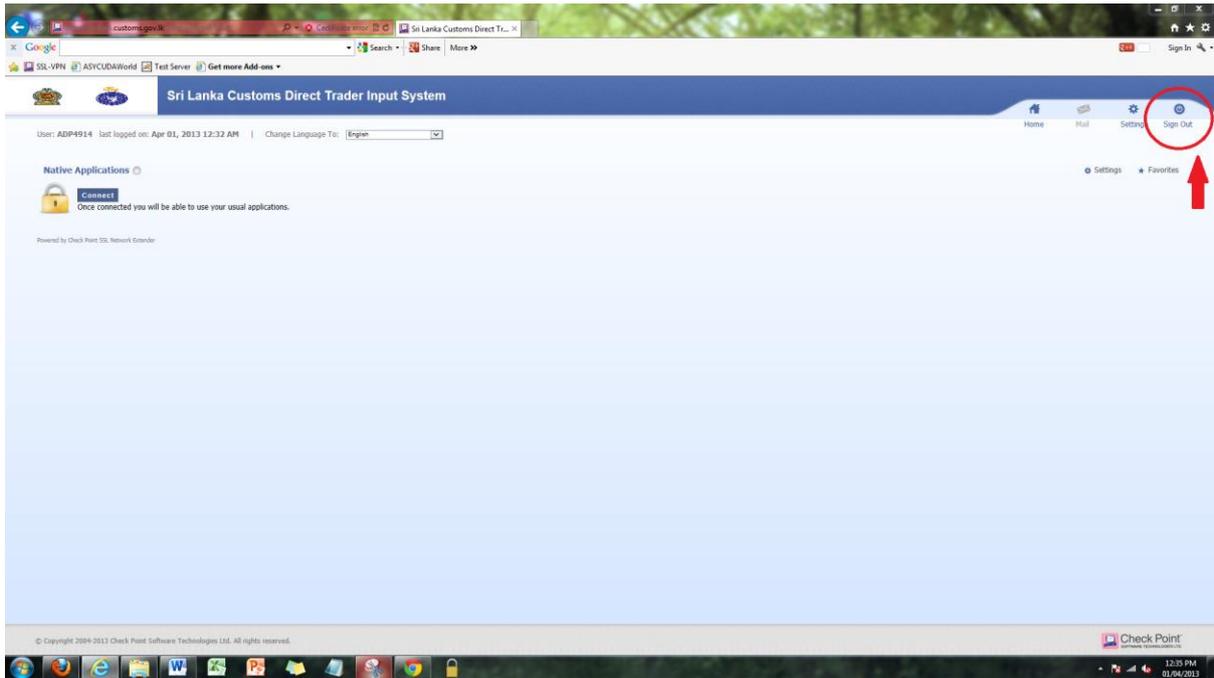


Figure 19

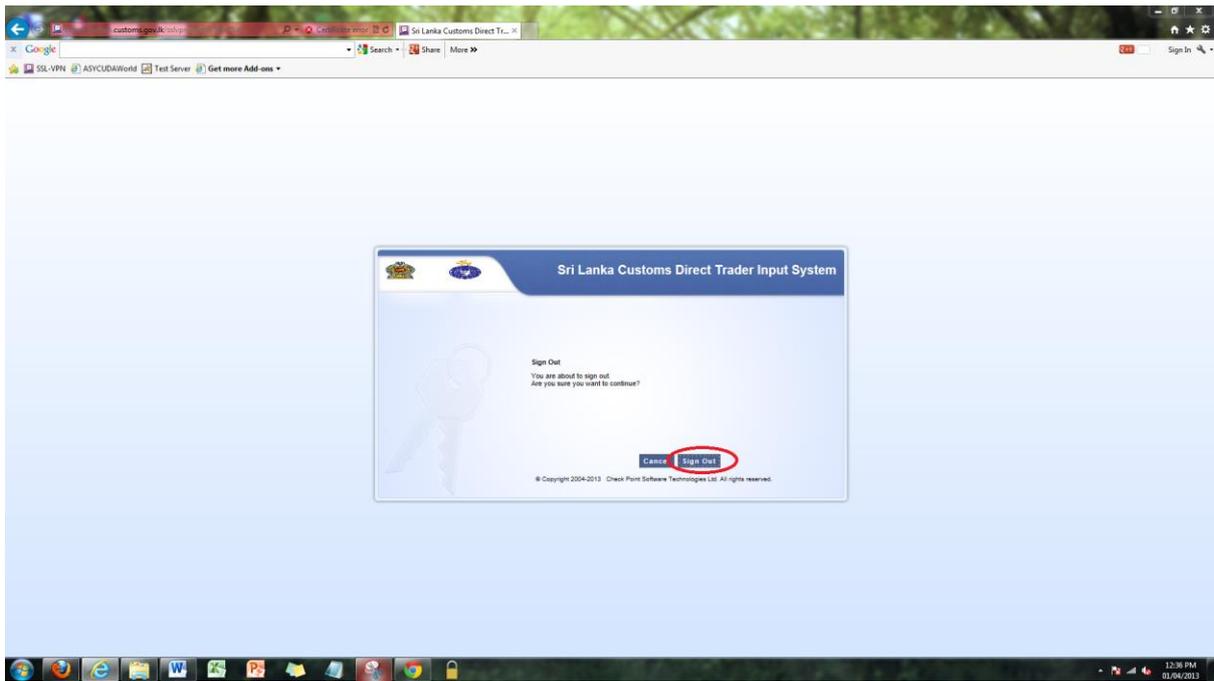
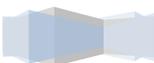


Figure 20



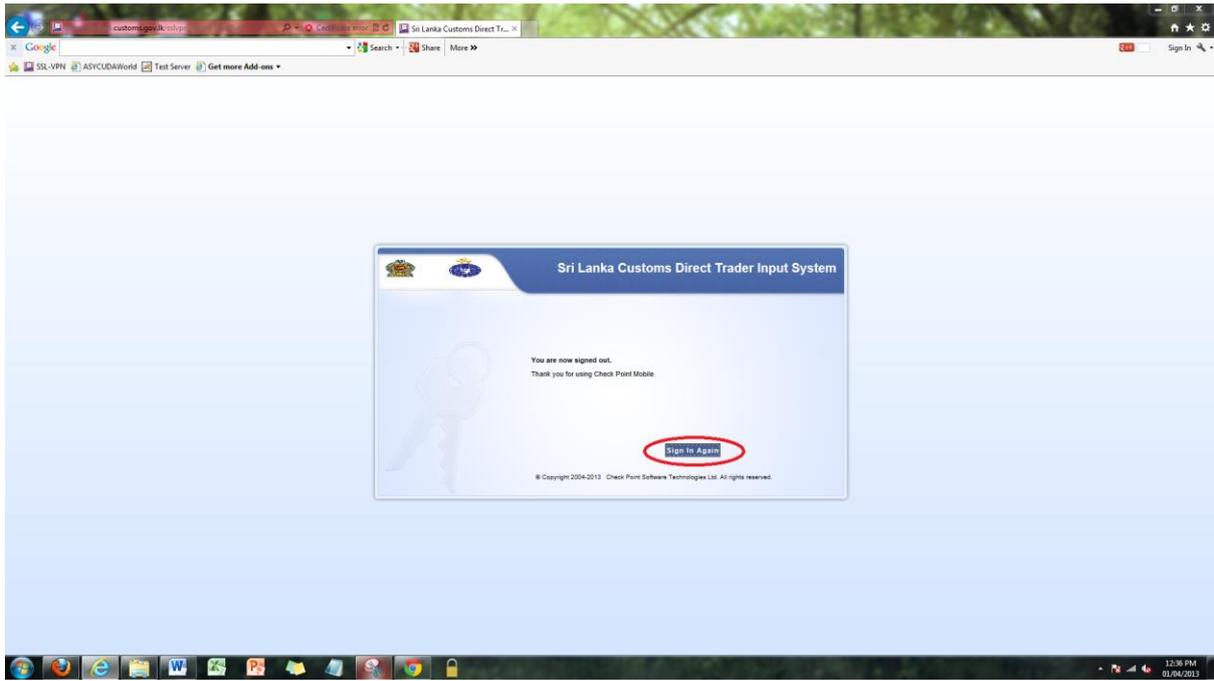
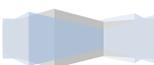


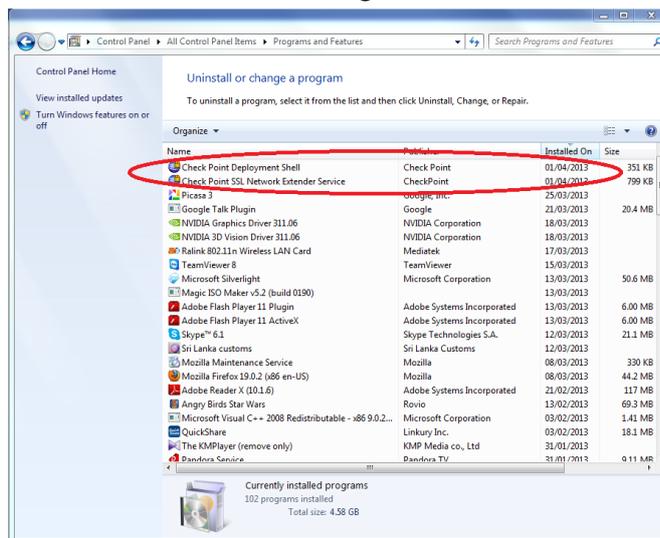
Figure 21



TROUBLESHOOTING

- ✓ Make sure that you have one version of Java installed on your computer, which is the Java version we provided you when you were collecting the VPN certificate(s)
- ✓ Double check your password.
- ✓ Use [Internet Explorer](#) and [Internet Explorer](#) only.
- ✓ You should have an active internet connection.
- ✓ Make sure you have a Windows user account with Administrative rights to perform the setup.
- ✓ Go to Control Panel -> User Accounts -> Change User Account Control Settings -> Drag the bar down to "Never notify".
- ✓ If you cannot proceed to [Figure 9/10](#) please try disabling your virus guard/internet security protection/personal firewall and retrying from the beginning of [Step 02](#)
- ✓ Please note that you can establish one VPN connection from one certificate. If you try to connect to a particular VPN which is already connected from another computer, unexpected issues may occur.
- ✓ If you are experiencing a timeout please refer to the [RE-CONNECTING PROCEDURE](#)
- ✓ **“SSL Network Extender service is down and could not be started. Consider rebooting the computer”** If you are getting the above error message while connecting to the SSL-VPN, follow the steps below.

- Go to “Control Panel” -> “Programs and Features”



- Uninstall both “Check Point Deployment Shell” and “Check Point SSL Network Extender Service” and follow steps from [Step 02](#).

