



SECURE APPLICATION LOGIN SERVICE ACCESS (SALSA)

SELF-TROUBLESHOOTING GUIDE

Version 1.1

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1. INTRODUCTION

Thank you for choosing SALSAs to get secured access to your applications.

This guide is intended for SALSAs end-users and is valid for:

OS	Version
Windows	10 (32-bit & 64-bit)
	8.1 (32-bit & 64-bit)
	8 (32-bit & 64-bit)
	7 (32-bit & 64-bit)
Mac	OSX v10.8 (Mountain Lion) or higher

The screenshots and details are based on Windows 10.
Some screenshots may vary using different version of Windows.

The self-troubleshooting guide describes procedures of troubleshooting for most common errors. To be followed by users that have MobilePass token and FortiClient VPN applications.

2. MOST COMMON ERROR MESSAGES

A. MobilePASS Auto Enrollment Failed

Error Message: Auto Enrollment failed. Try again or contact your administrator for help (1).



- 1- Check network connectivity on your desktop or laptop.
- 2- If you do not experience any network connectivity problems but error persists, you may copy the code (2) provided in the enrollment email received, open MobilePASS application, select Automatic Enrollment (3), and then paste it

Enrolling your token on this device:

If the MobilePASS application is not yet installed on your device:

Download and install it



[Download MobilePASS Installer \(.msi\)](#)

Once the application has been installed, click the link below to enroll the token on your device.

[Enroll your MobilePASS token](#)

In the event you are experiencing difficulties with enrolling the token, you may copy the following code, open MobilePASS application, select Automatic Enrollment, and then paste it:

`██████████bWVudFVSTD1odHRwczovL3NlLnNhZmVudXQtaW5JLmNvbS9zZWxmZW5yb2xsbWVudC9kc2twcC5hc3B4P3NjPWZlbnRlbnRkZzSFENCiVzZXJURD1UZXR0X0sNCiBhc3NwaHJhc2U9ZDVIN1|`

- 3- In case error remains, please change your network connection and try again then please contact your System Administrator

B. Enrollment website is not opening

Check network connectivity on your desktop or laptop.

C. FortiClient VPN Permission Denied. (-455)

Error Message: Permission denied (1).

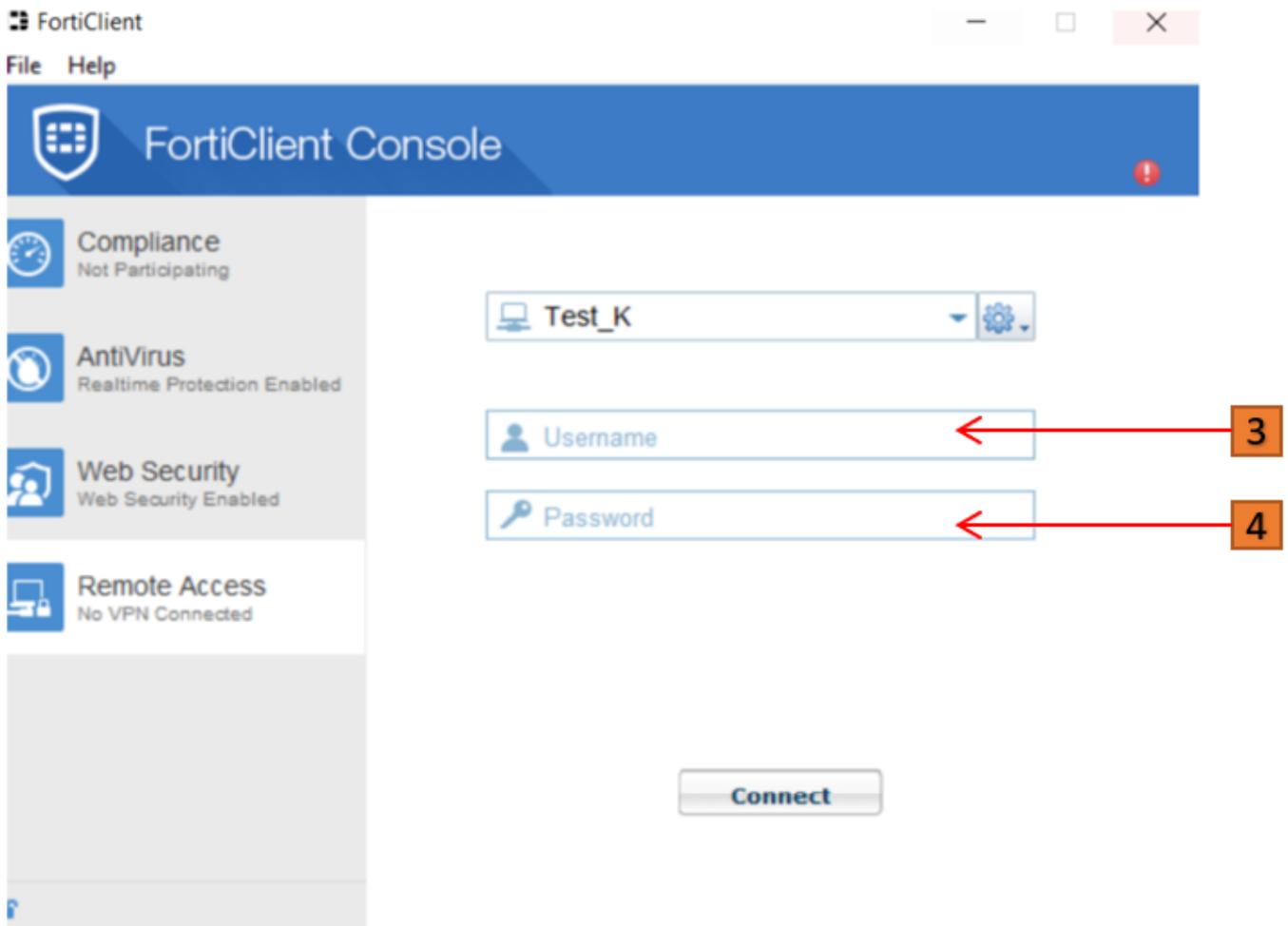


This error can happen due to input of invalid PIN and/or invalid token Passcode.

- 1- Enter correct PIN
What if I forget my PIN Code? Contact your administrator or your usual help desk. Upon verifying your identity, they will be able to request a reset of your PIN Code or you can use the Self-Service Portal Password via email option. Additional details on use of the Self-Service Portal can be found in the End-User Manual Guide
- 2- Ensure Passcode is newly generated, click "Generate Passcode" (2)



3- Ensure you are entering correct Username (3) and PIN code + newly generated Passcode in the field "Password" (4).



D. Unable to establish the VPN connection. (-5)

Error Message: Unable to establish the VPN connection. The VPN server may be unreachable. (-5) or The server you want to connect requests identification, please chose a certificate and try again. (-5)



- 1- Make sure the Windows version you are using is Windows 7 or higher.
- 2- Check TLS 1.1 and 1.2 option in the IE-Internet Explorer (Tools – Internet options – Advanced – Security)

If this doesn't solve your error, please follow steps below:

- 3- Try to connect via your Internet browser (Internet Explorer version 8 minimum or Firefox) using one of the links below:

<https://salsa-sg.atcloud.aero/>

<https://salsa-de.atcloud.aero/>

<https://salsa-us.atcloud.aero/>

- 4- On the login page, proceed as follows:

Enter your User ID in the "Name" field (1),
PIN + newly generated Passcode in the "Password" field (2)

If you are getting error message because of conflicting software, please note this message for further action.

Report results to your System Administrator or your usual help desk.



SALSA Portal

Log in here to establish a secure connection to your network resources.

Name:

Password:

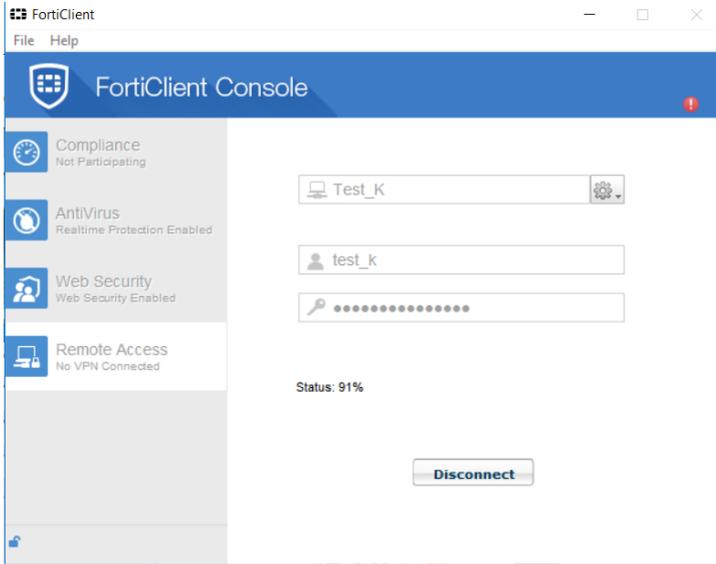
Login

5- If you are still not able to connect, please report the problem to your administrator or your usual help desk with following information on your desktop or laptop you are using to get access through SALSA:

- Windows OS version
- Antivirus software name and version
- Software Firewall used? Yes/No
 - if Yes, please specify
- Existing remote access or VPN software: Yes/No
 - if Yes, please specify

E. FortiClient VPN stuck at 98%

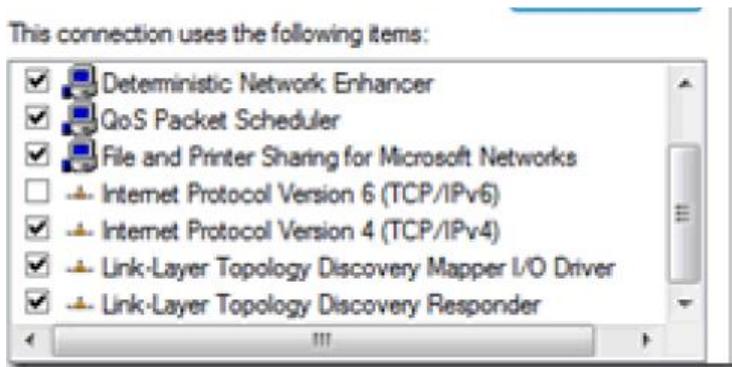
Error: Connected (98) and then Disconnected



- 1- Check options on the network connections menu (Control Panel - Network and Internet - Network Connections)



- 2- Disable IPv6 protocol on the physical network adapter (Properties – Networking), and RESTART the PC



- 3- Re-install the VPN client
- 4- If issue not resolved, Contact your administrator or your usual help desk for further assistance