



Authentication  
Access Control  
Encryption  
Certification

**SSCom**

User Guide  
(SSCom Client for Android)



## Introduction

This manual describes the outline of SSCom and the operation method of SSCom Client for Android. It also describes the manual that you need to refer to when using the SSCom.

### ■Target Readers

It is assumed that you are the following readers:

- Readers who want to have a remote access or access Intranet by using SSCom Client for Android.
- Readers who have a basic knowledge of Android.
- Readers who have a basic knowledge of the Internet.
- Readers who have a basic knowledge of network.

### ■Manual Structure

This manual is organized into the following chapters:

#### Chapter1 Install/Uninstall

This chapter describes how to install and uninstall SSCom Client for Android.

#### Chapter2 Settings

This chapter describes the necessary settings for using SSCom Client for Android.

#### Chapter3 How to Use

This chapter describes the operation method of SSCom Client for Android.

#### Chapter4 Message

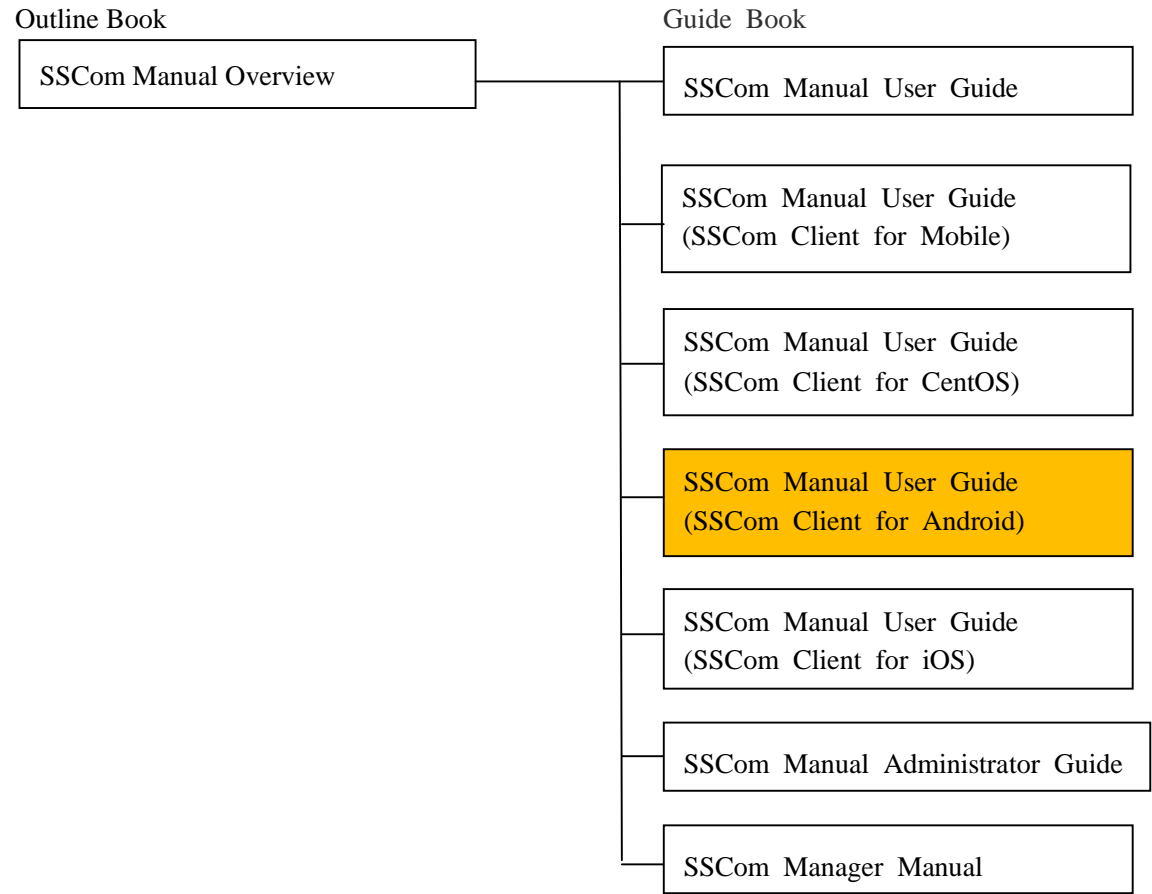
This chapter describes the messages displayed by SSCom Client for Android.

#### Chapter5 Troubleshooting

This chapter describes how to deal with trouble when it occurs.

■Structure of the Product Manual

Structure of SSSCom Product Manual is shown as follows:



#	Document Name	Classification	Summary
1	SSCom Manual Overview	Overview	Overview of SSSCom.
2	SSCom Manual User Guide	Guide Book	Describes installation and operation methods of SSSCom Client for PC.
3	SSCom Manual User Guide (SSCom Client for Mobile)	Guide Book	Describes installation and operation methods of SSSCom Client for Mobile.
4	SSCom Manual User Guide (SSCom Client for CentOS)	Guide Book	Describes installation and operation methods of SSSCom Client for CentOS.

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#	Document Name	Classification	Summary
5	SSCom Manual User Guide (SSCom Client for Android) (this manual)	Guide Book	Describes installation and operation methods of SSCom Client for Android.
6	SSCom Manual User Guide (SSCom Client for iOS)	Guide Book	Describes installation and operation methods of SSCom Client for iOS.
7	SSCom Manual Administrator Guide	Guide Book	Describes how to build remote access system by using SSCom.
8	SSCom Manager Manual	Guide Book	Describes the operation method of SSCom Manager.

### ■How to read

You can choose the relevant chapters to read by your purpose of using this manual. It is recommended that you refer to specific chapter by your purpose of use.

The Purpose of Reading	Relevant Chapter
Want to know how to install SSCom Client for Android.	Chapter 1
Want to know how to uninstall SSCom Client for Android.	Chapter 1
Want to know the settings of SSCom Client for Android.	Chapter 2
Want to know how to launch and stop SSCom Client for Android.	Chapter 3
Want to access Intranet from external network (VPN Function).	Chapter 2 & 3
Want to inquiry error message of SSCom Client for Android.	Chapter 4
Want to know what to do when trouble occurs.	Chapter 5

### ■Description of Notation

Details of product name for notations used in this manual are shown in the following table:

Notation used in this manual	Official Name
Android	Android

### ■Description of Abbreviation

English abbreviations used in this manual are shown in the following table:

Abbreviation	Official name
IP	Internet Protocol
VPN	Virtual Private Network

### ■Description of Terms

The meaning of the terms used in this manual is shown in the following table:

Term	Meaning
Device	Mobile devices installed Android

■Matters that need attention in export

The product is among the strategic materials and technology which meets all the stipulations of Foreign exchange and foreign trade law.

Please make sure related formalities be followed based on observing relevant laws when exporting the product (including bringing it to foreign countries from Japan, or presenting it to non-domestic residents).

If you have any questions, please contact the purchasing agency of this product.

■Trademark

All company names, brand names and product names recorded in this manual are registered trademark of each company.

■Attention

- This manual does not record any machinery products or program products required when using the software. If there is a need, please refer to other supporting manuals.
- This manual subjects to change without prior notice.
- All rights reserved, reprint or reproduction of all or part of the content are forbidden without any permission.
- Words and phrases put in brackets mean configuration value. These values turn into the specified numbers or words in actual settings.





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## 1. Install/Uninstall

This chapter describes the way to install and to set up SSCom Client for Android.

---

### <Chapter Structure>

1.1 Install SSCom Client for Android

1.2 Uninstall SSCom Client for Android

## 1. Install/Uninstall

### 1.1 Install SSCom Client for Android

Install from Google Play store.

The following executable file will be installed by installing the SSCom Client for Android:

Table 1.1-1 Executable file to configure SSCom Client for Android

Executable file name	Summary
SSCom Client for Android	It runs on Android devices, to establish an encrypted communication channel between the SSCom VPN Server. It notifies the user certificate to SSCom Server to authenticate individuals.

## 1.1.1 Work before Installation

Before installing SSCom Client for Android, please confirm the following items:

## (1) Checklist of PC

- You must have user certificate (.p12) and certificate authority certificates SSCom (.der/.cer).

## (2) Checklist of the device

- If you have an application installed has not been completed, the application to all so that the installation is complete.

## 1.1.2 OS Supported

OS supported by SSCom Client for Android is shown as follows:

Table 1.1-2 OS supported for SSCom Client for Android

Supported OS*	Android 2.1 / 2.2 / 2.3 / 3.0 / 4.0
---------------	-------------------------------------

\*The validated model can be referred to on the Internet.

→[http://www.hitachi-systems.com/solution/s002/sscom/kinou\\_4.html#sec3](http://www.hitachi-systems.com/solution/s002/sscom/kinou_4.html#sec3)

## 1.1.3 Installation

1. Copy the following files from the PC to the device for which you are installing the SSCom:

Table 1.1-3 CA certificate and user certificate

#	File Type	Summary
1	.der / .cer file	CA certificate of SSCom.
2	.p12 file	User certificate of SSCom.

## ■Remarks■

Please copy the CA certificate and user certificate to the device via SD card or e-mail.

1. Install/Uninstall

2. Search "SSCom" from Google Play store.

3. The following screen will be displayed. Tap "SSCom Client for Android", then start the installation.

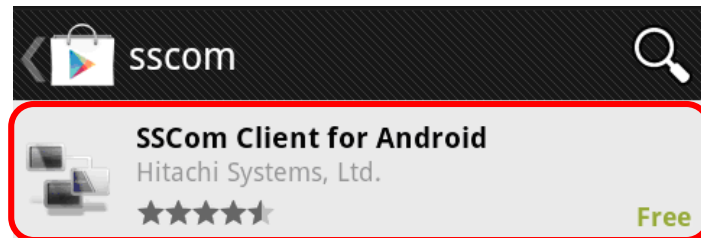


Fig 1.1-1 Install SSCom

4. Installation is completed when the next screen appears.

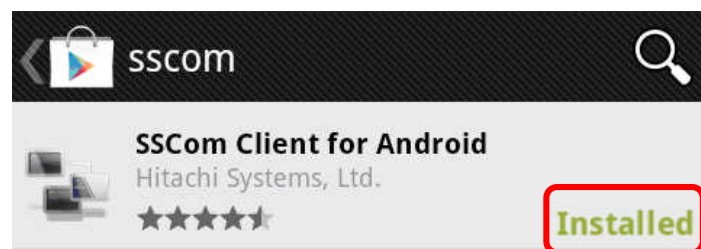


Fig 1.1-2 Installation completed

## 1.2 Uninstall SSCom Client for Android

1. Remove the widget of SSCom Client for Android from the HOME screen.
2. Open the list of applications "Settings" - "Applications" - "Application Management" - "SSCom Client".
3. Tap on Uninstall button.



Fig 1.2-1 Uninstall

4. Uninstallation is completed when the next screen appears.

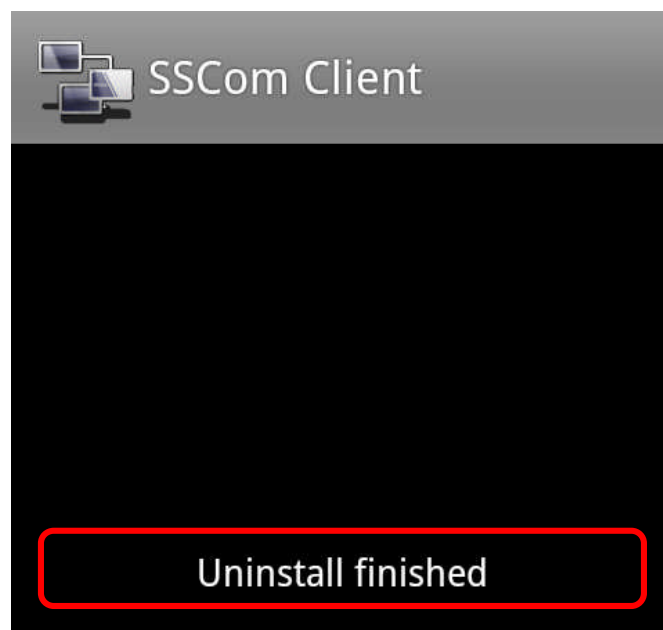


Fig 1.2-2 Uninstallation completed

## 1. Install/Uninstall

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## 2. Settings

This chapter describes the settings of SSCom Client for Android.

---

### <Chapter Structure>

- 2.1 Common operations on Settings screen
- 2.2 VPN Communication Settings
- 2.3 Advanced Settings
- 2.4 Certification Authority Settings
- 2.5 Mapping Settings
- 2.6 Certificate Settings
- 2.7 Version Information

## 2. Settings

### 2.1 Common operations on Settings screen

Settings of SSCom Client for Android are done on the "Settings" screen.

Before setting, you must perform the following:

- Stop the SSCom Client for Android from the widget on the HOME screen.

#### 2.1.1 How to display the Settings screen

"Settings" screen will be displayed by the following operations:

If SSCom Client for Android has been stopped, tap "Conf" on the HOME screen.



Fig 2.1-1 How to display the "Settings" from HOME screen

## 2.1.2 Names and summary of each part on the "Settings" screen

This section describes the names and summary of each part on the "Settings" screen.

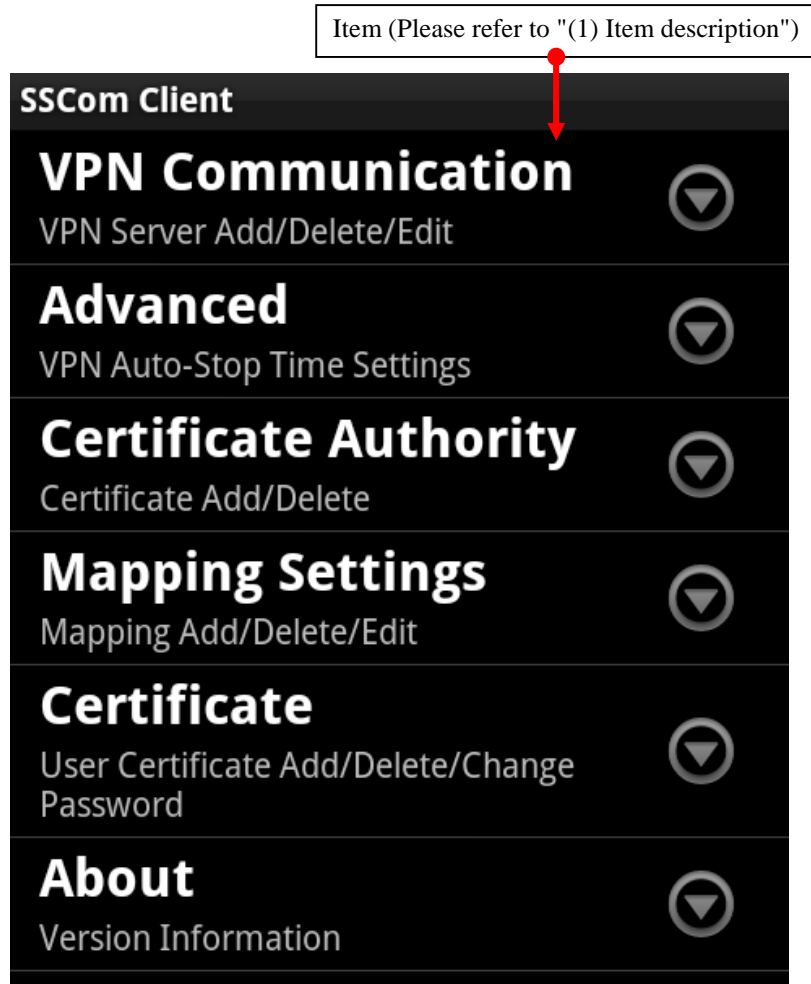


Fig 2.1-2 "Settings" screen

## 2. Settings

### (1) Item Description

There are 6 items on the "Settings" screen. The following table shows the description of each item:

Table 2.1-1 Item Description

Item Name	Description	Reference Chapter
VPN Communication	This setting is required when using the VPN function. Sets the port number and IP address of SSCom VPN Server to connect through remote access from outside the company.	2.2
Advanced	Settings that automatically shuts down the VPN function. If there is no VPN communication during the specific period, it will stop automatically.	2.3
Certificate Authority	This setting is necessary when using VPN function. Set the certificate of the CA that issued the certificate of the server you are connecting to from SSCom Client for Android.	2.4
Mapping Settings	This setting is necessary when connecting by remote access from outside the company. Sets the port number and IP address of terminal server to connect through remote access from outside the company.	2.5
Certificate	This setting is necessary when using VPN function. Set the user certificate.	2.6
About	Product name and version information of SSCom Client for Android will be displayed.	2.7

## 2.2 VPN Communication Settings

(1) How to display the "Add VPN Server" screen,

Settings needed to use VPN Communication function is done in the "VPN Communication".



Fig 2.2-1 "VPN Communication"

Each item of the "VPN Communication" is described as below:

---

**"Add VPN Server":** Add VPN Server to "VPN Server List". By tapping it, "Add VPN Server" dialog will be displayed.

---

**"VPN Server List":** The list of server (SSCom VPN Server) server that manages the VPN Communications.

---

## 2. Settings

### (2) How to add VPN Server

This section describes how to add (VPN Server) server that manages the VPN Communication.

1. If you tap "Add VPN Server", "Add VPN Server" screen will be displayed.

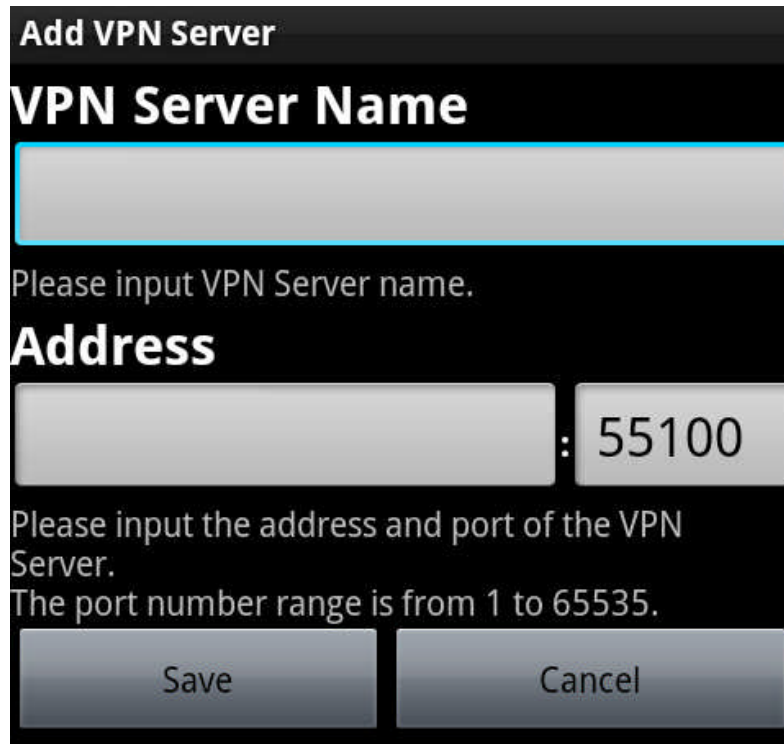


Fig 2.2-2 "Add VPN Server" screen

---

**"VPN Server Name":** Specify the name of the VPN Server.

Name you specified here will be used on the "VPN Server List".

---

**"Address":** Specify the IP address of the VPN Server.

Specify the IP address in (xxx.xxx.xxx.xxx) form.

---

**"Port Number":** Specify the port number of the VPN Server.

Specify the port number by half-width numbers in the range of 1 - 65535. The default value is "55100".

---

2. Input the necessary items.

3. Tap on "Save" button.

If it is added successfully, "(the name of the VPN Server) has been added" will be displayed, and the registered VPN Server will be added to "VPN Server List" of "VPN Communication".

### (3) How to update VPN Server

This section describes how to update the settings of the VPN Server which has been added to the "VPN Server List".

1. Long-press on the VPN Server which you want to modify from "VPN Server List", and tap "Edit VPN Server".



Fig 2.2-3 "Edit VPN Server"

2. "Edit VPN Server" screen will be displayed, then enter the item you want to modify.
3. Tap on "Save" button.

If it is updated successfully, "(the name of the VPN Server) has been updated" will be displayed.

## 2. Settings

### (4) How to delete VPN Server

This section describes how to delete the VPN Server which has been added to the "VPN Server List".

1. Tap the VPN Server which you want to delete from "VPN Server List", and tap "Delete VPN Server".

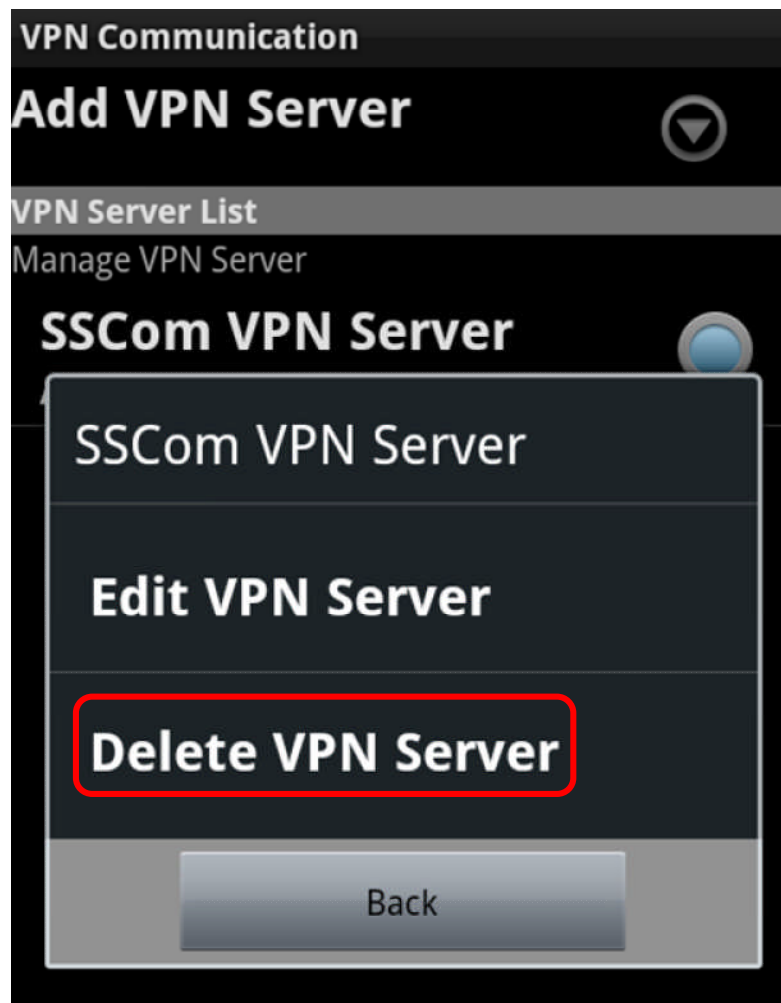


Fig 2.2-4. "Delete VPN Server"

2. Dialog about delete VPN Server will be displayed, and then tap the "Yes" button.

If it is deleted successfully, "(the name of the VPN Server) has been deleted" will be displayed.



### 2.3 Advanced Settings

#### (1) How to display the "VPN Auto-Stop Time Settings" screen

Time interval to automatically stop the VPN function of SSCom Client for Android can be done in the "Advanced".

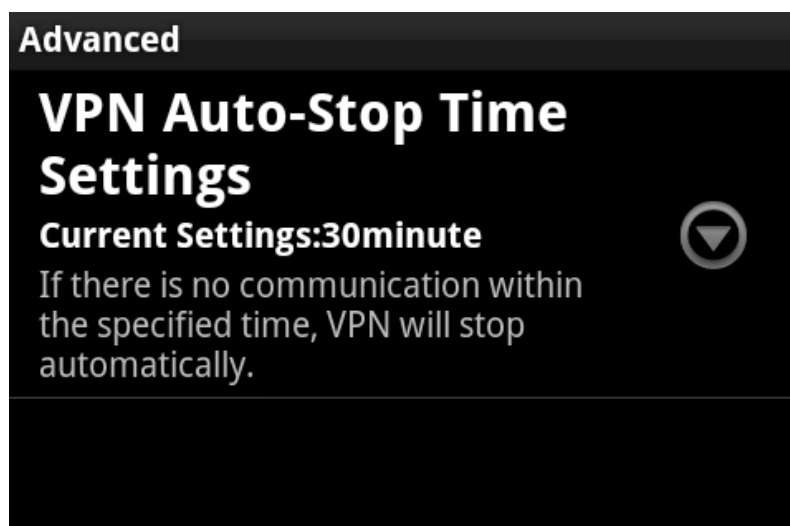


Fig 2.3-1 "Advanced"

Each item of the "Advanced" is described as below:

---

**"VPN Auto-Stop Time Settings":** Settings that automatically shuts down the function VPN.  
If there is no VPN communication specified time, it will stop automatically. Initial time is 30 minutes.

---

## 2. Settings

### (2) How to set the VPN Auto-Stop time

This section describes how to set the "VPN Auto-Stop Time Settings".

1. If you tap on "VPN Auto-Stop Time Settings", "VPN Auto-Stop Time Settings" dialog will be displayed.

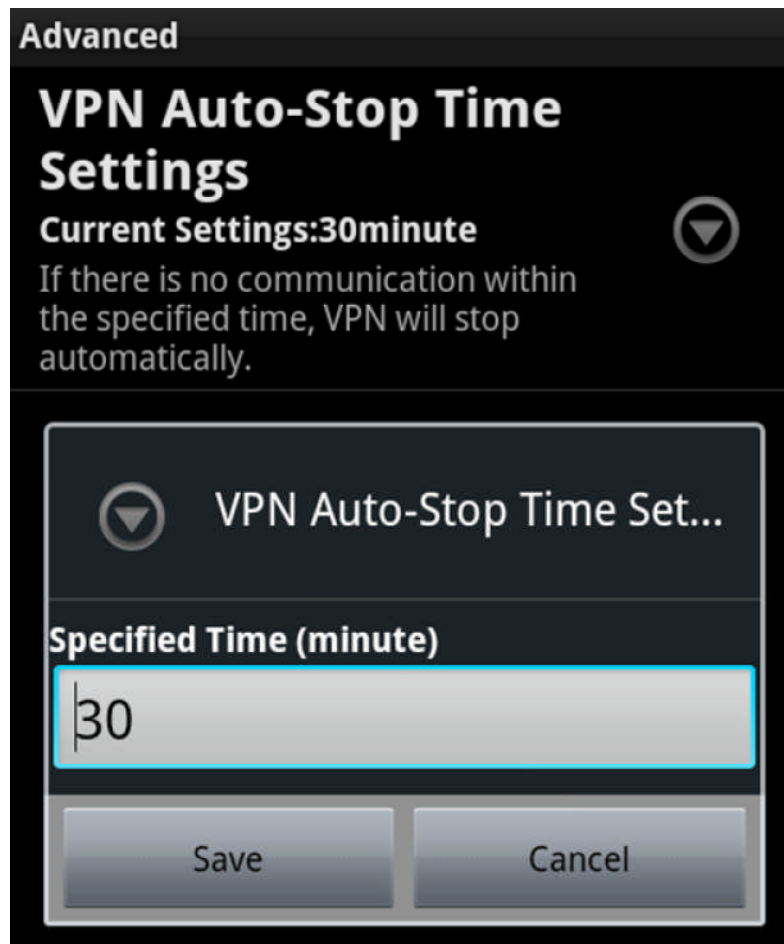


Fig 2.3-2 "VPN Auto-Stop Time Setting" Dialog

2. Enter the value you want to set.

3. Tap on "Save" button.

If it is saved successfully, "VPN Auto-Stop Time Settings saved" will be displayed.

## 2.4 Certification Authority Settings

### (1) How to display the "Add CA Certificate" screen

Certificate of the CA (Certificate Authority) that is required to use the VPN function is set by the "Certificate Authority".

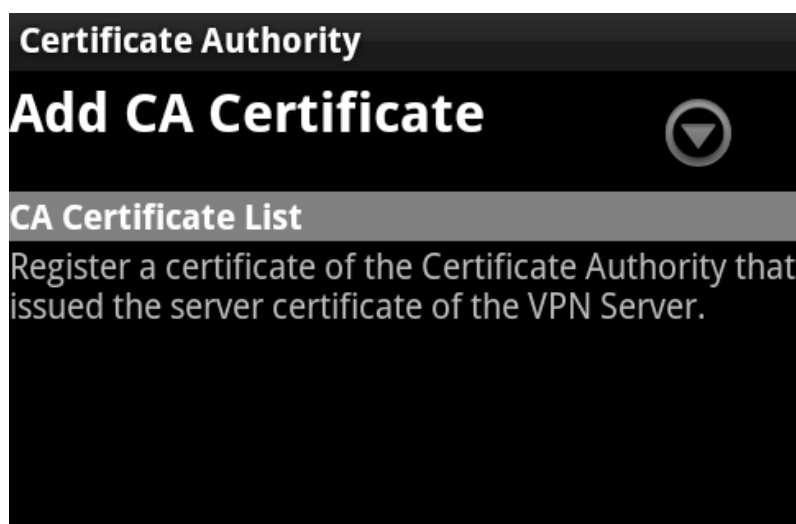


Fig 2.4-1 "Certificate Authority"

Each item of the "Certificate Authority" is described as below:

---

**"Add CA Certificate":** Add to the list of Certificate Authority Certificate.

Please add the certificate authority that issued the server certificate of the VPN Server to use. Dialog to select a CA certificate will be displayed when you tap it.

Certificate File Extension: .der or .cer.

---

**"CA Certificate List":** The list of the certificate authority certificate that you added.

---

2. Settings

(2) How to add a CA Certificate

This section describes how to add the certificate of the Certificate Authority that issued the certificate of SSCom Server to use.

- 1. If you tap "Add CA Certificate", the "CA Certificate List" screen will be displayed.

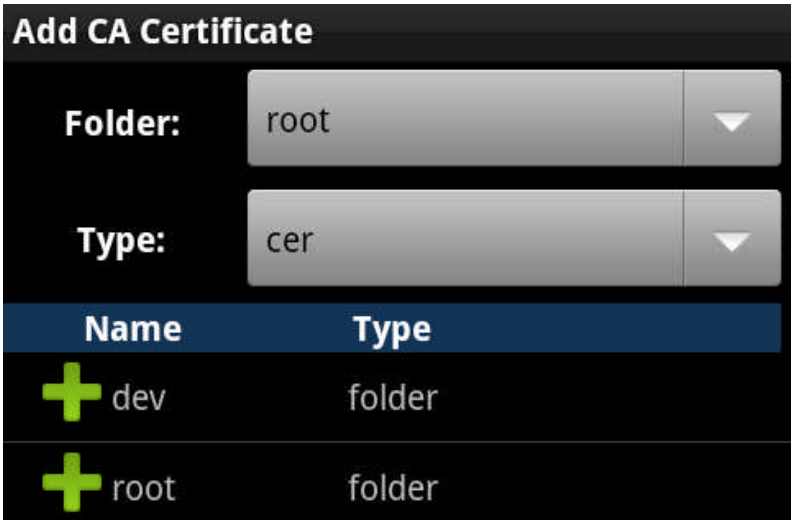


Fig 2.4-2 "Add CA Certificate" screen

- 2. Select certificate that you saved in "1.1.3 installation work".

If it is added successfully, "(name of the certificate of authority) has been added" will be displayed, and the certificate authority certificate is added to the "CA Certificate List" of "Certificate Authority".

## (3) How to delete CA certificate

This section describes how to delete the CA certificate.

1. In "CA Certificate List" screen, tap the certificate you want to delete, delete certificate dialog displays, and then tap the "Delete" button to delete the certificate.

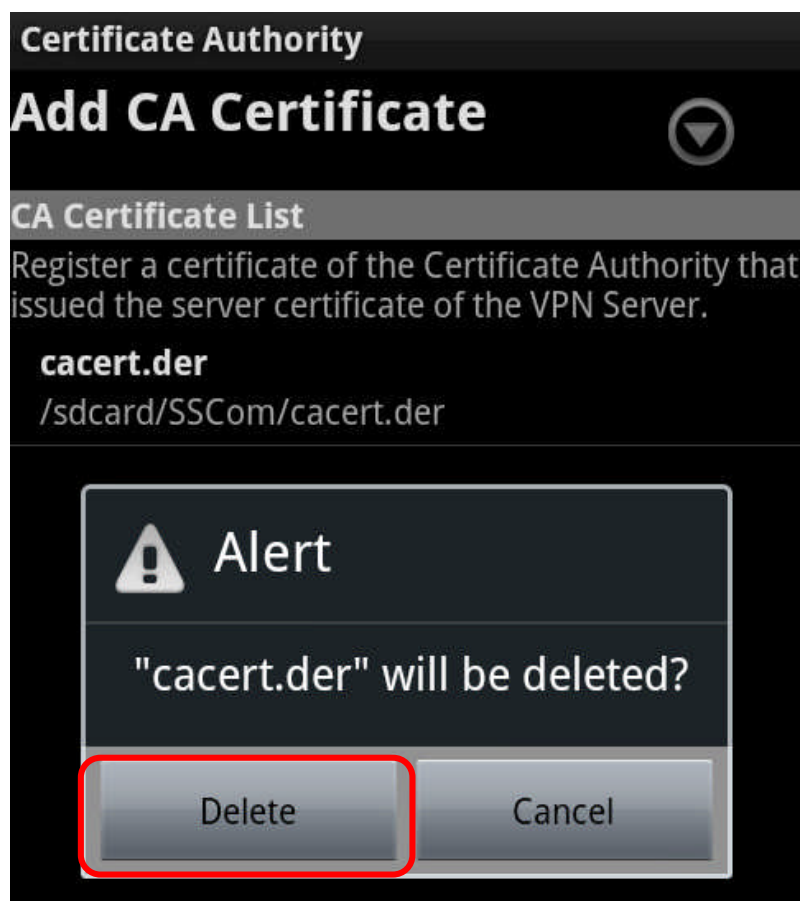


Fig 2.4-3 CA Certificate Delete Dialog

If it is deleted successfully, "(name of CA certificate) has been deleted." will be displayed.

## 2. Settings

### 2.5 Mapping Settings

#### (1) How to display the "Add Remote Desktop Mapping" screen

The necessary settings when connecting with remote access from outside is done in "Mapping Settings".

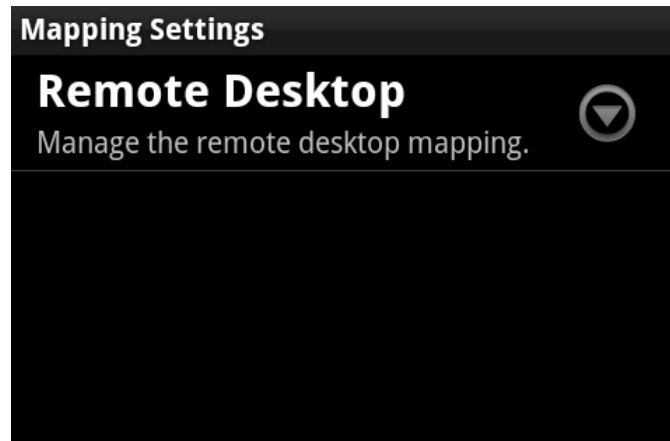


Fig 2.5-1 "Mapping Settings"

Each item of the Mapping settings is described as below:

---

**"Remote Desktop":** Allows you to set the mapping. "Remote Desktop Mapping List" will be displayed when you tap.

---

The following screen will be displayed when you tap the "Remote Desktop".



Fig 2.5-2 "Remote Desktop Mapping List"

Each item of the "Remote Desktop Mapping List" is described as below:

---

**"Add Remote Desktop Mapping":** Allows you to set the mapping. "Add Remote Desktop Mapping" is displayed when you tap.

---

**"Remote Desktop Mapping List":** List of terminal server to which you want to connect.

---

## (2) How to add a Remote Desktop Mapping

This section describes how to add the required settings when connecting by remote access from outside the company.

1. Tap on "Remote Desktop" - "Add Remote Desktop Mapping", the "Add Remote Desktop Mapping" screen will be displayed.

**Add Remote Desktop Mapping**

**Remote Desktop Mapping Name**

Please input the name of the remote desktop mapping.

**Local Port**

:

Please input local port.  
The port number range is from 1 to 65535.  
The local address is not need to input.

**Remote Address**

:

Please input remote address and port.

☒ **Enable**

Enable this mapping.

Fig 2.5-3 "Add Remote Desktop Mapping" screen

## 2. Settings

---

**"Remote Desktop Mapping Name":** Specify the name of the remote desktop mapping.

Name specified here is used as the display on the "Remote Desktop Mapping List".

---

**"Local Port":** Specify the port to accept the communication. It is not necessary to input the local address. Specified in half-width numbers in the range of 1 - 65535. The default value is "8080".

---

**"Remote Address":** Specify the address and port number of the terminal server to connect.

- Specify the IP address in (xxx.xxx.xxx.xxx) form.

- Specify in half-width numbers in the range of 1 - 65535. The default value is "3389".

---

**"Enable":** Enable the remote desktop mapping.

---

2. Enter the required fields, check the "Enable".

3. Tap on "Save" button.

If it is registered successfully, "(name of the remote desktop mapping) has been added" will show. Remote desktop mapping is added to "Remote Desktop Mapping List" of "Mapping Settings".

### ■Remarks■

Remote Desktop tool should do the following settings:

**"Host address":** 127.0.0.1

**"Port":** Local port number that you set in "2.5 Mapping Settings (2) 2."



### (3) How to update the Remote Desktop Mapping

This section describes how to change the registered contents of the remote desktop mapping has been registered in the "Remote Desktop Mapping List".

1. Long-press on the remote desktop mapping which you want to modify from the "Remote Desktop Mapping List", and tap "Edit Mapping". "Edit Remote Desktop Mapping" screen will be displayed.

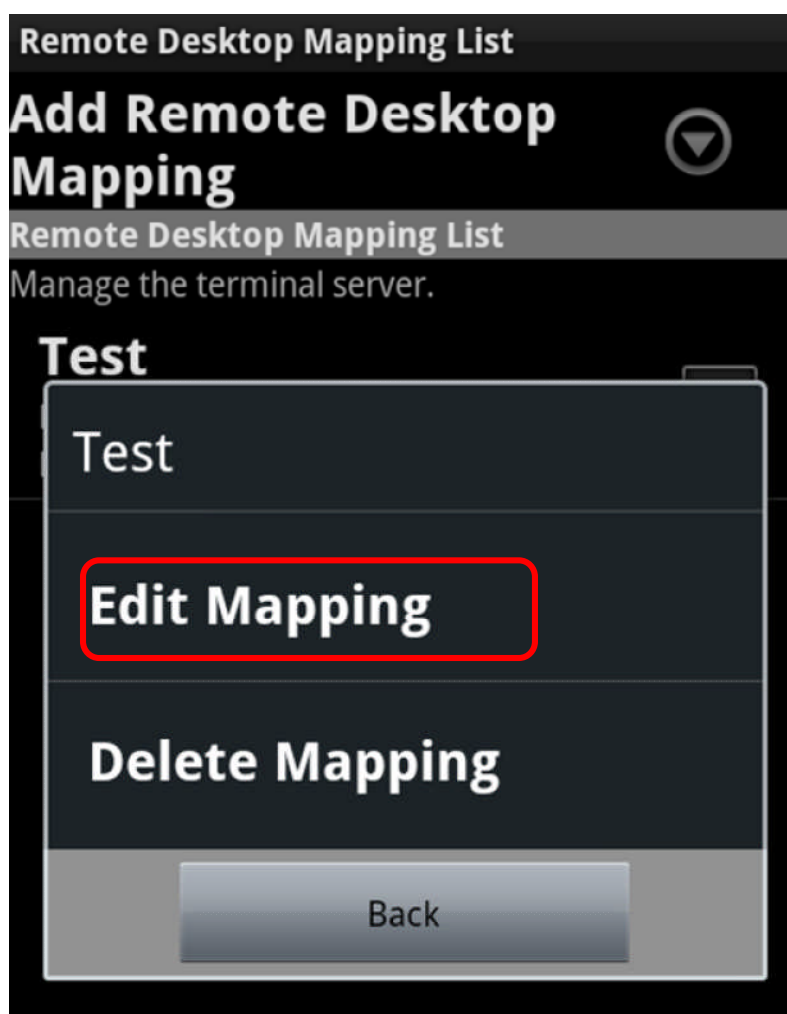


Fig 2.5-4 "Edit Mapping"

2. Enter the item you want to change.
3. Tap on "Save" button.

If it is updated successfully, "(the name of the remote desktop mapping) has been updated." will be displayed.

## 2. Settings

### (4) How to delete a Remote Desktop Mapping

This section describes how to remove the contents registered in the remote desktop mapping that has been registered in the "Remote Desktop Mapping List".

1. Long-press on the remote desktop mapping which you want to delete from the "Remote Desktop Mapping List", and tap "Delete".

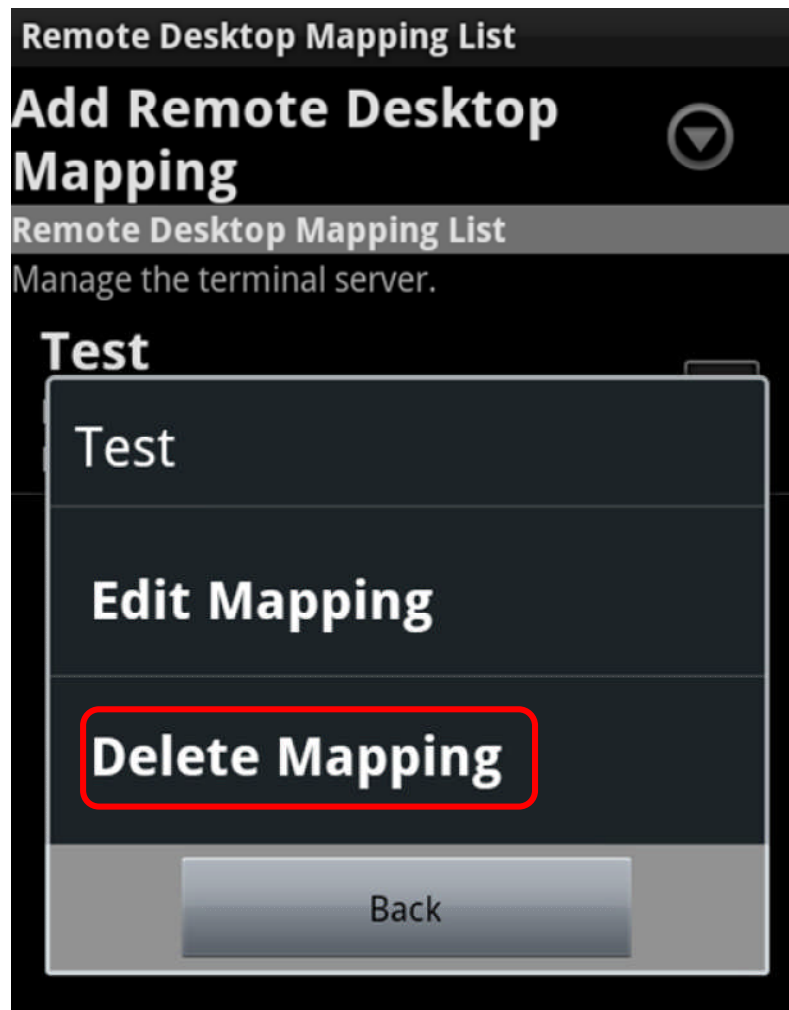


Fig 2.5-5 "Delete Mapping"

2. Delete dialog will be displayed on the remote desktop mapping, and then tap the "Yes" button.

If it is deleted successfully, "(the name of the remote desktop mapping) has been deleted." will be displayed.

## 2.6 Certificate Settings

- (1) How to display the screen "Register Certificate", "Delete Certificate" and "Change Password"  
 Setting of the user certificate needed to use the VPN function is done by the "Certificate".

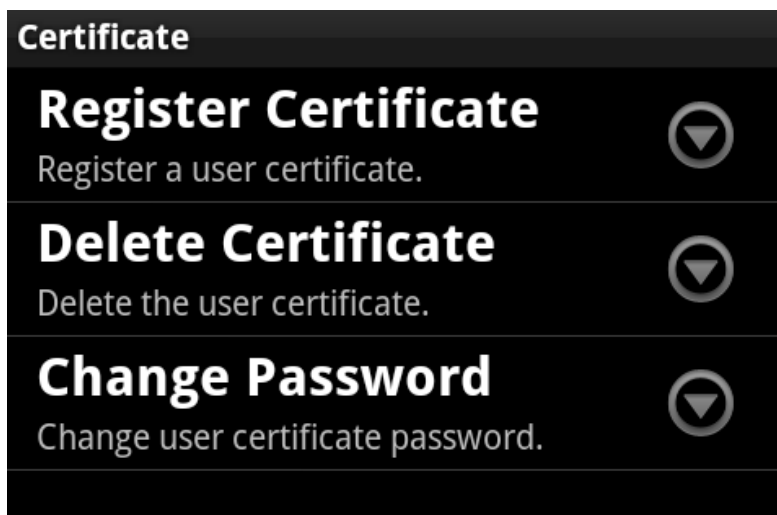


Fig 2.6-1 "Certificate"

Each item of the "Certificate" is described as below:

---

**"Register Certificate":** Register the user certificates issued by SSCom Server. Dialog to select the certificate will be displayed when you tap. You can use file with .p12 extension as a user certificate.

For information on how to add, please refer to the "(2) How to register user certificate".

---

**"Delete Certificate":** Delete the user certificates that are issued by SSCom Server. To remove a certificate dialog will be displayed when you tap.

For information about how to delete, please refer to the "(3) How to delete user certificate".

---

**"Change Password":** Change password of the user certificate.

For instructions on how to change, please refer to the "(4) How to change password".

---

2. Settings

(2) How to register user Certificate

This section describes how to register a user certificate.

1. Tap on "Certificate" - "Register Certificate", the "Register Certificate" screen will be displayed.

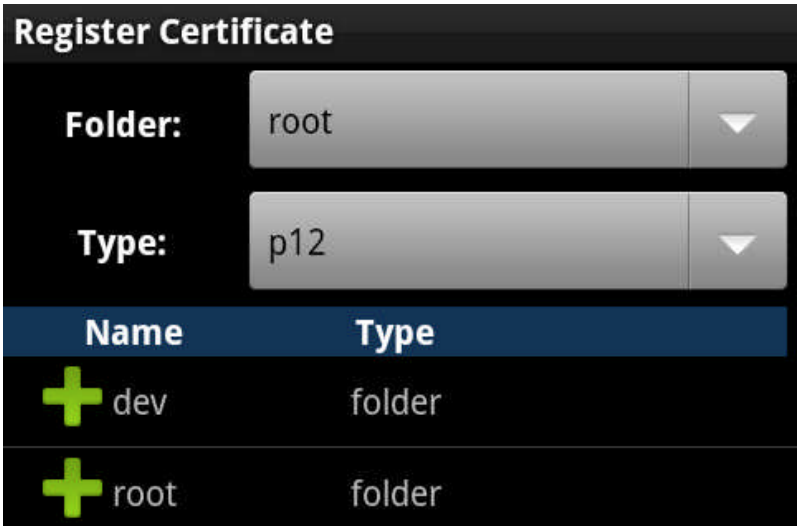


Fig 2.6-2 "Register Certificate" screen

2. Select the user certificate that you saved in the "1.1.3 Installation".
3. Enter the password of the user certificate.

If user certificate registered successfully, "The certificate has been registered." will be displayed.

## (3) How to delete user Certificate

This section describes how to delete a user certificate.

1. Tap on "Certificate"-"Delete Certificate", delete dialog of user certificate will be displayed, and tap the "Yes" button.

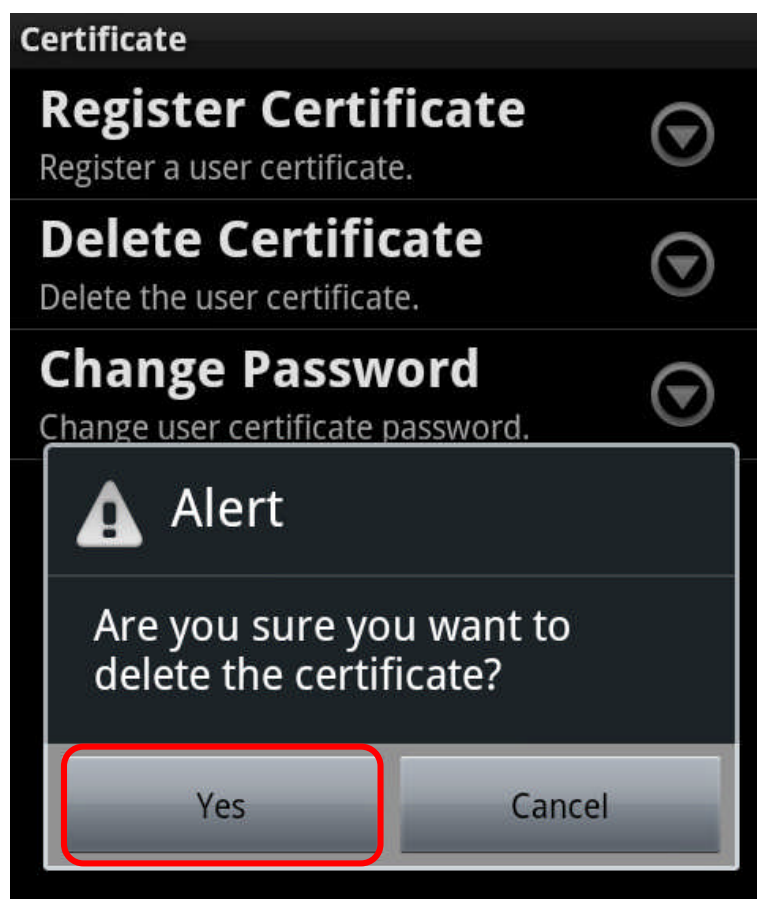


Fig 2.6-3 Delete dialog of user Certificate

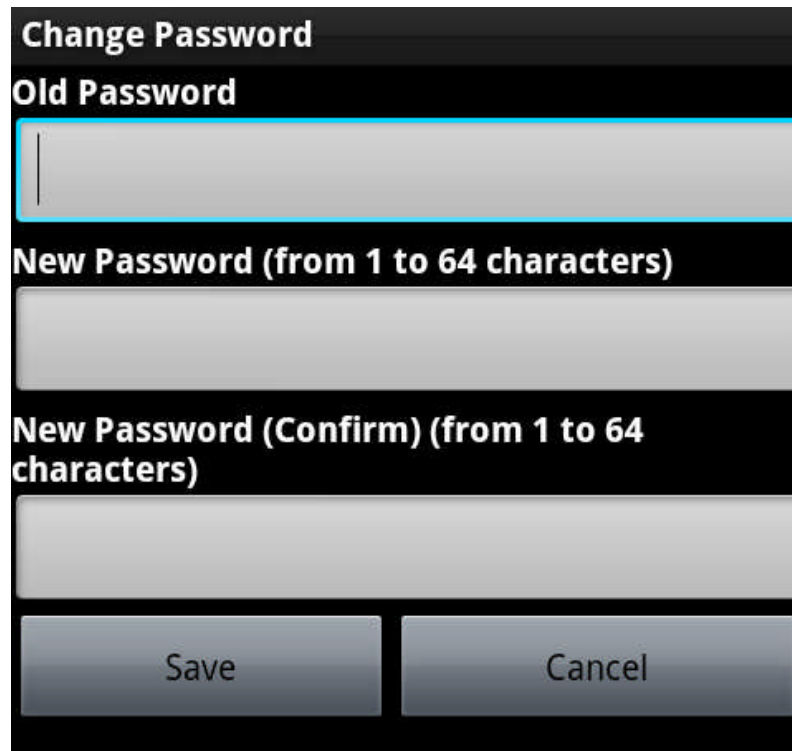
If it is deleted successfully, "Certificate has been deleted." will be displayed.

## 2. Settings

### (4) How to Change Password

This section describes how to change the password of the user certificate.

1. When you tap "Certificate" - "Change Password", "SSCom Change Password" dialog will be displayed.

The image shows a "Change Password" dialog box with a black background and white text. It contains three input fields: "Old Password", "New Password (from 1 to 64 characters)", and "New Password (Confirm) (from 1 to 64 characters)". At the bottom, there are two buttons: "Save" and "Cancel".

**Change Password**

**Old Password**

**New Password (from 1 to 64 characters)**

**New Password (Confirm) (from 1 to 64 characters)**

Save Cancel

Fig 2.6-4 "SSCom Password Change" Dialog

---

**"Old Password":** Specify the password before change.

---

**"New Password":** Specify the password after change. Specified in 64 characters or less.

---

**"New Password (Confirm)":** Set the same password as "New Password".

---

2. Enter the password you are currently using (old password) and new password.
3. Tap on "Save" button.

If password changed successfully, "Password has been changed." will be displayed.  
The new password will be effective at the next authentication.

## 2.7 Version Information

The following product information will be shown on "About":

- Product Name
- Version Number



Fig 2.7-1 "About"

## 2. Settings

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### 3. How to Use

This chapter describes how to use the SSCom Client for Android.

---

#### <Chapter Structure>

3.1 How to Launch

3.2 How to Stop

3.3 How to Change Settings

### 3. How to use

#### 3.1 How to Launch

Launch SSSCom Client for Android by the following steps:

To launch the SSSCom Client for Android, you must launch the widget.

##### (1) Add widget

1. Long-press on the HOME screen.

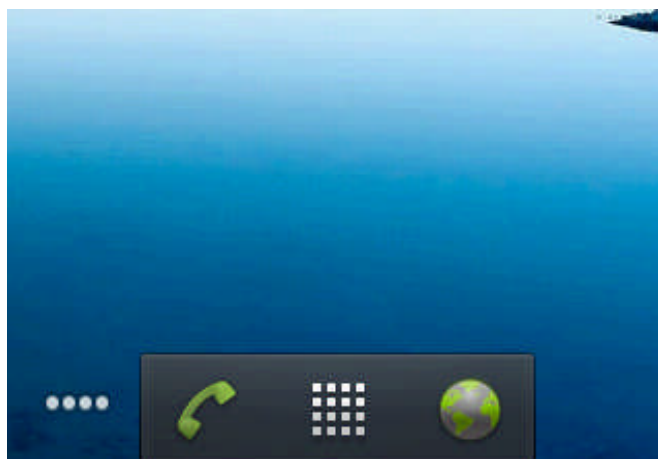


Fig 3.1-1 HOME screen

2. The following screen will be displayed. Select the "Widget".

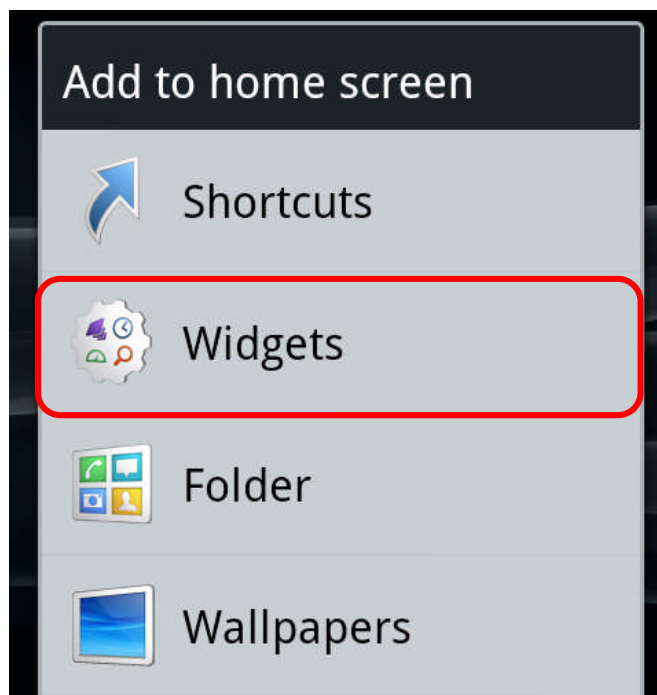


Fig 3.1-2 Add Widget

3. The following screen will be displayed. Select the "SSCom Client".

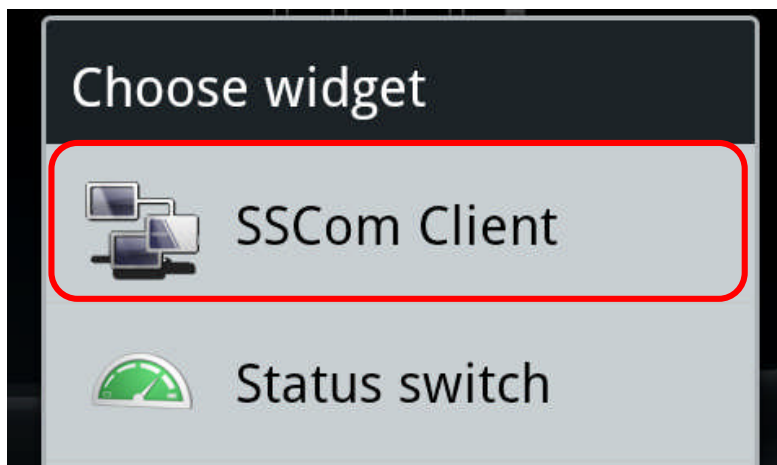
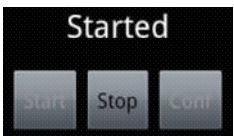
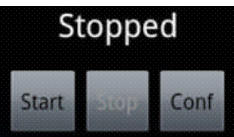


Fig 3.1-3 Select Widget

Widget of SSCom Client for Android is displayed as follows depending on the state of the use of VPN.

Table 3.1-1 SSCom Client for Android's widget on the HOME screen

Widget	Use state of the VPN
	Use the VPN function
	Stop SSCom function

### 3. How to use

#### (2) Launch SSCom Client for Android

1. Tap on "Start" button of the widget on the HOME screen.

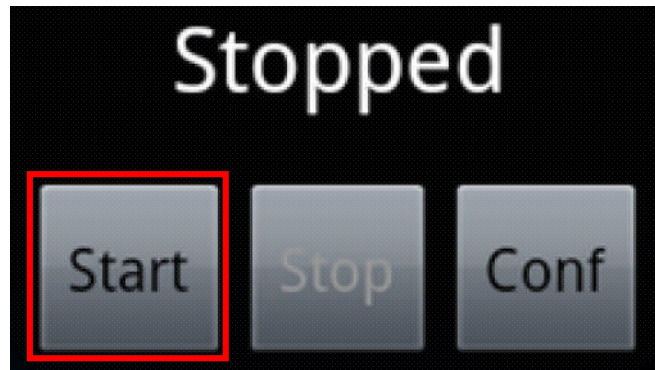


Fig 3.2-1 How to Launch SSCom

2. Enter the Password of the user Certificate.

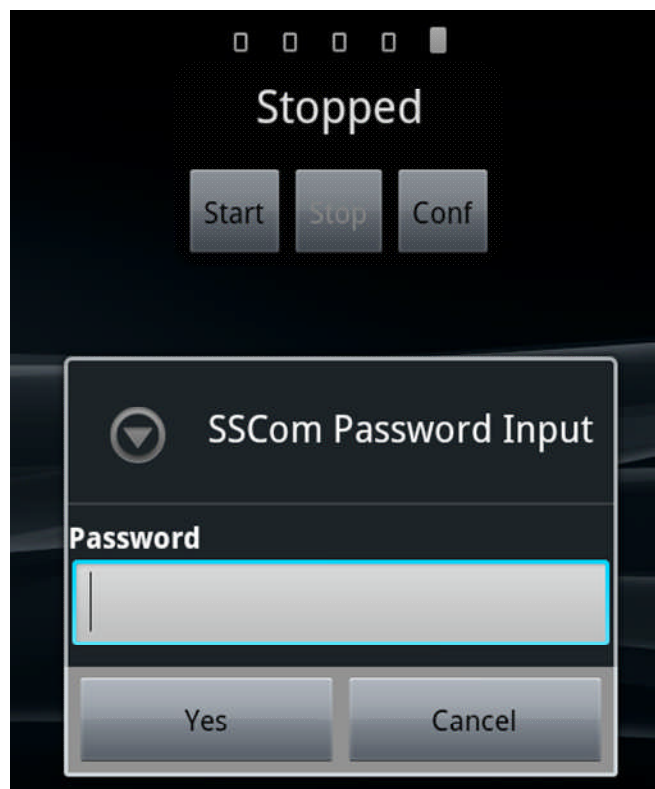


Fig 3.2-2 "SSCom Password Input" screen

### 3.2 How to stop

Stop SSCom Client for Android by the following steps:

1. Tap on "Stop" button of the widget on the HOME screen.



Fig 3.2-1 How to Stop SSCom

### 3.3 How to Change Settings

Settings of SSCom Client for Android are done by the "Settings" screen.

For more information about the "Settings" screen, please refer to "2. Settings"

1. Tap the icon of SSCom Client for Android on the HOME screen.
2. Update the contents of the necessary items.

### 3. How to use

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## 4. Message

This chapter describes the messages outputted by the SSCom Client for Android.

---

### <Chapter Structure>

4.1 Message Output Sample

4.2 Message list of SSCom Client for Android

## 4. Message

### 4.1 Message Output Sample

Message of SSCom Client for Android will be displayed in the following dialog box.

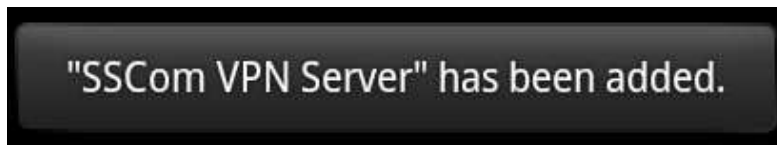


Fig 4.1-1 Message Output Sample



## 4.2 Message list of SSCom Client for Android

This section describes the message that is displayed in the message dialog and how to deal with it.

### [Description of message list]

#### Message text

[Meaning] Message content

[Operation] How to deal with it

---

"(The name of the VPN Server)" has been added.

[Meaning] Notify that the VPN Server has been added.

[Operation] -

---

"(The name of the VPN Server)" has been updated.

[Meaning] Notify that the VPN Server has been updated.

[Operation] -

---

"(The name of the VPN Server)" has been deleted.

[Meaning] Notify that the VPN Server has been deleted.

[Operation] -

---

"(The name of the VPN Server)" failed to add.

[Meaning] Fail to add the VPN Server. Operating of SSCom Client for Android has become unstable.

[Operation] Please restart the device. If the problem persists, please consult your system administrator.

---

"(The name of the VPN Server)" failed to update.

[Meaning] Fail to update the VPN Server. Operating of SSCom Client for Android has become unstable.

[Operation] Please restart the device. If the problem persists, please consult your system administrator.

---

"(The name of the VPN Server)" failed to delete.

[Meaning] Fail to delete the VPN Server. Operating of SSCom Client for Android has become unstable.

[Operation] Please restart the device. If the problem persists, please consult your system administrator.

#### 4. Message

---

Are you sure you want to abort the creation of the VPN Server?

---

[Meaning] You confirm that you want to cancel adding VPN Server.

[Operation] If you want to cancel adding the VPN Server, please tap "Yes".

---

Are you sure you want to discard the changes made to the VPN Server?

---

[Meaning] You confirm that you want to cancel the update of the VPN Server.

[Operation] If you want to cancel the update of the VPN Server, please tap "Yes".

---

"(The name of the VPN Server)" will be deleted?

---

[Meaning] You confirm that you want to remove the VPN Server.

[Operation] If you want to remove the VPN Server, please tap "Yes".

---

"Name" is invalid.

---

[Meaning] Name has not been entered.

[Operation] Please enter a name.

---

"Address" is invalid.

---

[Meaning] Address has not been entered.

[Operation] Please enter in the form (xxx.xxx.xxx.xxx) IP address.

---

"Port" is incorrect.

---

[Meaning] Port number is not an integer of 1 to 65535.

[Operation] Please specify an integer in the range of 1 to 65535.

---

VPN Auto-Stop Time Setting saved.

---

[Meaning] Notify that you saved the Auto OFF time setting VPN.

[Operation] -

---

If there is no communication within the specified time, VPN will stop automatically.

---

[Meaning] When you start the SSCom Client for Android, it will notify the automatic stop time setting VPN.

[Operation] -

---

"Time" is incorrect.

---

[Meaning] Time has not been entered.

[Operation] Please enter the set time.

---

"(Certificate authority certificate)" has been added.

---

[Meaning] Notify that added the certificate authority.

[Operation] -

---

---

"(Certificate authority certificate)" has been deleted.

---

[Meaning] Notify that removed a certificate of authority.

[Operation] -

---



---

"(Certificate authority certificate)" failed to add.

---

[Meaning] Fail to Add CA Certificate authority certificate. Operating of SSCom Client for Android has become unstable.

[Operation] Please restart the device. If the problem persists, please consult your system administrator.

---



---

"(Certificate authority certificate)" failed to delete.

---

[Meaning] Fail to delete the certificate authority certificate. Operating of SSCom Client for Android has become unstable.

[Operation] Please restart the device. If the problem persists, please consult your system administrator.

---



---

"(Certificate authority certificate)" will be deleted?

---

[Meaning] You confirm that you want to delete a certificate authority certificate.

[Operation] If you want to delete the certificate authority certificate, please tap "Delete".

---



---

"(The name of the remote desktop mapping)" has been added.

---

[Meaning] Notify that the remote desktop mapping has been added.

[Operation] -

---



---

"(The name of the remote desktop mapping)" has been updated.

---

[Meaning] Notify that the remote desktop mapping has been updated.

[Operation] -

---



---

"(The name of the remote desktop mapping)" has been deleted.

---

[Meaning] Notify that the remote desktop mapping has been deleted.

[Operation] -

---



---

"(The name of the remote desktop mapping)" failed to add.

---

[Meaning] Fail to add remote desktop mapping. Operating of SSCom Client for Android has become unstable.

[Operation] Please restart the device. If the problem persists, please consult your system administrator.

---

#### 4. Message

---

"(The name of the remote desktop mapping)" failed to update.

---

[Meaning] Fail to update the remote desktop mapping. Operating of SSCom Client for Android has become unstable.

[Operation] Please restart the device. If the problem persists, please consult your system administrator.

---

"(The name of the remote desktop mapping)" failed to delete.

---

[Meaning] Fail to delete the remote desktop mapping. Operating of SSCom Client for Android has become unstable.

[Operation] Please restart the device. If the problem persists, please consult your system administrator.

---

Are you sure you want to stop the creation of this mapping?

---

[Meaning] You confirm that you want to cancel adding a remote desktop mapping.

[Operation] If you want to cancel adding a remote desktop mapping, please tap "Yes".

---

Are you sure you want to discard any changes you made to this mapping?

---

[Meaning] You confirm that you want to cancel the update of the remote desktop mapping.

[Operation] If you want to cancel the update of the remote desktop mapping, please tap "Yes".

---

"(The name of the remote desktop mapping)" will be deleted?

---

[Meaning] You confirm that you want to delete a remote desktop mapping.

[Operation] If you want to delete the remote desktop mapping, please tap "Yes".

---

"(The name of the remote desktop mapping)" has been enabled.

---

[Meaning] Notify that remote desktop mapping has been enabled.

[Operation] -

---

"(The name of the remote desktop mapping)" has been disabled.

---

[Meaning] Notify that remote desktop mapping has been disabled.

[Operation] -

---

The certificate has been registered.

---

[Meaning] Notify that the certificate has been registered successfully.

[Operation] -

---

Certificate has been deleted.

---

[Meaning] Notify that the certificate has been deleted successfully.

[Operation] -

---

---

Register the certificate failed.

---

[Meaning] Register the certificate failed.

The following are possible causes:

- There is an error in the certificate file that you specify.
- There is some problem with the certificate file.

[Operation] Please make sure that the certificate file you specified is correct.

If it's not resolved even if you specify the correct certificate file, please request a reissue of a certificate to the system administrator and try to register the new certificate.

---

Certificate failed to delete.

---

[Meaning] Delete the certificate failed.

The following are possible causes:

- There is an error in the certificate file that you specify.
- There is some problem with the certificate file.

[Operation] Please make sure that the certificate file you specified is correct.

If it's not resolved even if you specify the correct certificate file, please request a reissue of a certificate to the system administrator and try to register the new certificate.

---

The format of the registered certificate is invalid.

---

[Meaning] CA certificate which you trying to add cannot be added because the format of the file is incorrect.

[Operation] Please obtain a certificate in the correct format.

---

Are you sure you want to overwrite the existing certificate?

---

[Meaning] The certificate has already been registered.

[Operation] If you want to overwrite the certificate, please tap the "Yes" button.

---

There is no certificate.

---

[Meaning] Because the certificate has not been registered, it cannot be deleted.

[Operation] -

---

Are you sure you want to delete the certificate?

---

[Meaning] You confirm that you want to delete the certificate.

[Operation] If you want to delete a certificate, please tap the "Yes" button.

---

"(The name of the certificate).p12" Please input the password of the certificate.

---

[Meaning] This dialog box is to enter a password for the certificate.

[Operation] Enter the certificate password and please tap the "Yes" button.

---

#### 4. Message

---

Password is incorrect.

---

[Meaning] Certificate password you entered is incorrect.

[Operation] Please enter the correct password for the certificate.

---

Password has been changed.

---

[Meaning] Notify that the password has been successfully changed.

[Operation] -

---

Password that you inputted is different from the password has been registered.

---

[Meaning] The password is can not to use the SSCom Client for Android.

[Operation] Please specify the correct password to use the SSCom.

---

Please input new password in less than 64 characters.

---

[Meaning] There is an error in the length of the new password that you specify.

The following are possible causes:

- New password length specified is more than the (64 characters) limit.

- New password has not been specified.

[Operation] Please specify in less than 64 characters.

---

The two new passwords do not match.

---

[Meaning] String specified in the new password and new password (Confirm) box is different. It also appears if you omit one of the new password (Confirm) or new password.

[Operation] Please specify the same string in the new password and new password (Confirm) box.

---

There is an error in the old password.

---

[Meaning] The password is not the correct one to use the SSCom Client for Android.

Does not match the password for the certificate registered in the setting of SSCom Client for Android.

[Operation] Please specify the correct password to use the SSCom Client for Android.

---

System Error

---

[Meaning]There was a system error with SSCom Client for Android. Operating of SSCom Client for Android has become unstable.

[Operation]Please restart the device. If the problem persists, please consult your system administrator.

---

## 5. Troubleshooting

This chapter illustrates potential bugs on SSSCom Client and troubleshooting measures.

---

### <Chapter Structure>

5.1 How to deal with trouble

5.2 Troubleshooting Measures

5.3 Data need to be Collected when Trouble Occurs

## 5. Troubleshooting

### 5.1 How to deal with trouble

The following steps describe what to do when trouble occurred in using SSCom Client for Android:

#### (1) Phenomenon Confirmation

Please confirm the following contents:

- Phenomenon when the trouble occurred.
- Message content (If there is a message output).

For details about the main causes and measures under corresponding messages, please refer to "4 Message".

#### (2) Data Collection

You need to collect necessary data to investigate on the main causes of the trouble, for details about needed data, please refer to "5.3 Data need to be Collected when Trouble Occurs".

#### (3) Problem Investigation

You can investigate on the main causes of the trouble according to the data collected, identify the problem area and range.



## 5.2 Troubleshooting Measures

This section describes troubleshooting measures in using SSCom Client for Android. When trouble occurred in using SSCom Client for Android, please first check if the following phenomenon happened.

The following table shows the contents of the major troubles that occur with SSCom Client for Android:

Table 5.2-1 Trouble List

Types	Trouble Contents	Referring Section
Troubles with installation and start-up	(1) SSCom Client for Android failed to install. (2) SSCom Client for Android failed to start. (3) Settings of VPN communication in "Settings" screen cannot be modified. (4) SSCom Client for Android failed to uninstall.	5.2.1
Other troubles	(1) Forgot password. (2) Refer to FAQ for using support of SSCom.	5.2.2

## 5. Troubleshooting

### 5.2.1 Troubles with installation and start-up

The following shows how to deal with the trouble of setup or starting the service:

Table 5.2-2 Troubles with setup and service start-up

#	Phenomenon
1	SSCom Client for Android failed to install.
2	SSCom Client for Android failed to start.
3	Settings of VPN communication in "Settings" screen cannot be modified.
4	SSCom Client for Android failed to uninstall.

#### **(1) SSCom Client for Android failed to install.**

Causes and measures are described as below:

- Device to be installed is not supported devices SSCom Client for Android.  
->Please install it to compatible devices with SSCom Client for Android.
- There is not enough memory for data storage capacity of Android.  
->Please install SSCom Client for Android after deleting the unnecessary files.
- There is not enough memory capacity for program execution of Android.  
->Please install the SSCom Client for Android after quitting from all applications.

#### **(2) SSCom Client for Android failed to start.**

Causes and measures are described as below:

- Android is unstable.  
->Please restart the Android.
- SSCom Client for Android is already running.  
->You cannot start multiple SSCom Client for Android in the same device. You can check whether you have launched SSCom Client for Android by the widget on the HOME screen.
- Files needed to launch the SSCom Client for Android is not found.  
->Please re-install SSCom Client for Android.
- There is no free memory required to start SSCom Client for Android.  
-> Please launch SSCom Client for Android after quitting any unnecessary applications.

#### **(3) Settings of VPN communication in "Settings" screen cannot be modified.**

Causes and measures are described as below:

- VPN function is on.  
->Tap the icon of "Stop" on the HOME screen to stop SSCom Client for Android.

#### **(4) SSCom Client for Android failed to uninstall.**

->Please consult your system administrator.

## 5.2.2 Other Troubles

Table 5.2-3 Other Troubles

#	Phenomenon
1	Forgot password.
2	Refer to FAQ for user support of SSCom.

**(1) Forgot password.**

---

->Please consult your system administrator.

**(2) Refer to FAQ for user support of SSCom.**

- 
- Refer to FAQ for latest supporting information of SSCom on the Internet.

Questions and answers on SSCom products are consolidated to Q&A.

If you can't find solutions in manual when trouble occurs or need to read the latest Q&A, you are welcome to link to this website.

-> <http://www.hitachi-systems.com/solution/s002/sscom/faq.html>

-> [http://www.hitachi-systems.com/solution/s002/sscom/kinou\\_4.html#sec3](http://www.hitachi-systems.com/solution/s002/sscom/kinou_4.html#sec3)

## 5. Troubleshooting

### 5.3 Data need to be collected when trouble occurs

If problems cannot be solved using measures introduced in "5.2 Troubleshooting Measures", please collect related data to investigate cause of the trouble and contact the system administrator. This section deals on data need to be collected when trouble occurs.

#### (1) Information on SSCom Client for Android

You need to collect data related with SSCom Client for Android. You also need collect the files on the target PC when network connection trouble occurs. Necessary information on SSCom Client is shown below:

Table 5.3-1 Information needs to be collected

Type of information	Detail	Confirm location
Version information	The version number of the SSCom Client for Android.	SSCom Client for Android "Conf" - "About"
Details of the operation	The contents of the error message and operation when error occurs.	
Machine configuration	Type of the device. (carrier, device name) Version of Android.	The list of applications "Settings" - "General" - "About"
Reproducibility	Reproducibility of trouble.	



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